



## Support Volunteer Volunteer Role Description

---

Across the UK, our Support Volunteers play a vital part in supporting people affected by MS. Whether based within the local MS Society Group or whilst supporting local or national projects, they provide a sense of belonging, unity and friendship, and deliver services and support for the local MS Community.

As our local group Support Volunteer you'll sign-post people affected by MS to information about local and national services. That could be helping someone access information about the care or benefits they need or giving them a hand with a grant application.

In this role, you'll be able to develop your befriending, listening and communication skills, as well as your knowledge of local services.

Most importantly you'll help people affected by MS to access the help they need.

### What the role involves

This role may vary depending on needs, but is likely to include:

- Signposting people to up-to-date information about services available from either the local group or external sources including benefit services and in respect of health and social care to their local Adult Social Care Services, MS clinical team or GP.
- Occasional assistance for people who require help to complete grant applications and helping to collate supporting paperwork
- Playing a befriending role with people affected by MS e.g. through visits, in accordance with the Society's lone working Policy, or telephone contact.
- Helping the Lead Support Volunteer collate local and national services signposting lists
- Connecting people to other sources of help such as peer networks and social events
- Promoting our publications or web-based services
- Supporting the shared responsibility for designing and delivering services in line with our principles of quality service delivery so that

---

**Together, we are strong enough to stop MS.**

Multiple Sclerosis Society. Registered charity numbers 1139257/SC041990. Registered as a limited company in England and Wales 07451571.

they are safe, effective and have a positive impact on those using them

- Referring any in-depth support needs to our national Helpline

We can support you to develop the skills you need for this role, including induction into all the areas outlined. You will have a chance to discuss your role and any additional needs with us.

## What you need for this role

### Essential

- Empathetic listening and interpersonal skills
- Able to apply disability, equality and inclusion practices
- Able to adopt an objective view rather than a personal one
- Able to keep people's personal data safe
- Confident using Microsoft Office, the internet and email
- Able to understand and apply our risk management system

### Desirable

- Committed to our values
- Keen to develop skills and experience
- Able to recognise limitations of the role and own skills
- Recognise and respect a diversity of views, attitudes and lifestyles and committed to maintaining confidentiality

### In order to volunteer in this role you will need to:

- Complete the Welcome and Induction Checklist in the back of your [Welcome Pack](#) (opens in new window).
- Complete the training listed below:

<b>Must do training</b>	<b>Role specific training</b>
MS Support Volunteer eLearning	Induction with your volunteer point of contact
Data protection eLearning	
Safeguarding for volunteers eLearning	

- Attend Support Forums and participate in ongoing training
- If based in Scotland, undertake a PVG check

### Sources of support

We will ensure that whilst volunteering with us you will have access to all the support you need to feel comfortable, confident with what you are doing, and able to achieve the most impact through your time with us.

If you are volunteering within the Community Network group, in the first instance your Group Coordinator and Coordinating Team members are here to support you. They are responsible for leading the group, the group's finances, planning services and activities, making decisions and dealing with problems.

If your Group Coordinator isn't able to help, the Volunteer Support Team is the key staff contact for local groups:

[volunteersupport@mssociety.org.uk](mailto:volunteersupport@mssociety.org.uk)

For Support Volunteers who are volunteering with a local or national project, the source of support is the person who recruited you to your role.

Additionally, for all Support Volunteers your staff contact to help you deliver the Support Volunteer service is Deborah Redman. She will be able to answer questions about your role, your learning, boundaries and where you can get more information: [deborah.redman@mssociety.org.uk](mailto:deborah.redman@mssociety.org.uk)

The Supporter Care Team is your point of contact for queries from other MS Society departments. They can signpost you to the right person:

[supportercare@mssociety.org.uk](mailto:supportercare@mssociety.org.uk)

Speaking to other Support Volunteers or volunteers who are part of the Community Network groups can be another source of support. This is something you could organise yourself or by attending meetings organised by the Volunteer Support Team which bring together other groups and volunteers.

Upcoming workshops are posted on our volunteer website:

[volunteers.mssociety.org.uk/events](https://volunteers.mssociety.org.uk/events)

Our Support and Wellbeing Facilitators offer telephone group sessions to share good practice, celebrate your successes and work through any challenges with other MS Support Volunteers in your area. You can contact them at [supportwellbeing@mssociety.org.uk](mailto:supportwellbeing@mssociety.org.uk)

Our MS Helpline provides support and information to anyone affected by MS, including you, our volunteer: [mssociety.org.uk/ms-helpline](https://mssociety.org.uk/ms-helpline)

Other staff who can support you are listed on our volunteer website:

[volunteers.mssociety.org.uk/volunteering-with-us/staff-support](https://volunteers.mssociety.org.uk/volunteering-with-us/staff-support)

Our [Group Handbook](#) offers guidance on the practices and procedures groups should follow: [volunteers.mssociety.org.uk/group-handbook](https://volunteers.mssociety.org.uk/group-handbook)

## Additional information about our volunteering programme:

When you volunteer with us, you join our powerful community of people living with MS, scientists, campaigners, listeners, organisers, ambassadors and fundraisers.

Our shared commitments help keep our volunteering programme enjoyable, meaningful and safe for everyone.

Download [Our Commitments](#) here.