



# Wellbeing Facilitator

## Volunteer Role Description

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Across the UK we deliver vital services and provide support and information for people affected by MS. Our services offer the MS Community a chance to connect in a supportive environment.

As a Wellbeing Facilitator you will play a key role in co-delivering this service by sharing your experiences of living with MS. You'll bring the MS community together and support others to share their experiences. You'll do this through group discussions, such as the Wellbeing sessions, on particular topics.

You'll develop your confidence and presentation skills as well as working as part of a team to achieve specific goals. We'll link you to other Wellbeing Facilitators and you'll have the opportunity to develop new friendships.

Most importantly, you'll help people affected by MS to access services and improve their wellbeing.

### What the role involves

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

- Sharing your experiences of MS (e.g. your own or that of someone you know)
- Where appropriate co-designing the sessions
- Facilitating sessions with another volunteer or a member of staff
- Liaising with the project coordinator to plan, organise, facilitate and review sessions as necessary
- Helping to create a supportive environment for attendees and volunteers

This role can be carried out from anywhere in the UK/can be home-based. We will support you in remote volunteering and in developing the skills you need for this role, including an induction into all the areas outlined. You will have a chance to discuss your role, claiming expenses and any additional needs with us.

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**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.

## What you need for this role

### Essential

- Experience of living with MS and willing to share this with others in an appropriate way
- A good communicator
- Willing and able to follow our guidance and feedback
- Can recognise and respect a person's individuality, no matter their needs, views, attitudes and lifestyle
- Attend training and development opportunities
- Comfortable using the internet and email
- Able to understand and follow our policies and procedures
- Committed to our values

### Desirable

- Enjoys volunteering as part of a team
- Organised and able to plan
- Effective facilitation skills, demonstrating the ability to manage group discussions and covering session material within time allocated

### 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>   |
|--|---|
| Safeguarding for volunteers<br>eLearning | Induction with your volunteer point of contact<br><br>Wellbeing Facilitator training<br><br>Take part in refresher training |

### 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.

In this role you will predominantly be supported by the staff members who recruited you to the role. They will be able to answer questions about what you'll be doing, your learning and where you can get more information.

The Supporter Care Team is your point of contact for queries to MS other Society departments. They can offer support and signpost you to the right person: [supportercare@mssociety.org.uk](mailto:supportercare@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 **Volunteers Website** offers guidance on the practices and procedure you should follow: [volunteers.mssociety.org.uk](https://volunteers.mssociety.org.uk)

## More 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.