



MS Awareness Volunteer Role Description

Multiple Sclerosis is a condition which affects over 130,000 people across the UK, but awareness of MS and its impact is still relatively low.

MS shows itself in visible symptoms such as walking difficulties, as well as invisible symptoms like fatigue and pain. This means when people living with MS are struggling, their symptoms may be misunderstood, and they might not get support from those around them.

At the MS Society, we want to increase understanding of Multiple Sclerosis and the impact it has on people affected by MS.

We need MS Awareness Volunteers to help raise awareness by giving talks and information sessions, which can be delivered either face to face or virtually, to various community groups, organisations, and employers.

In this role you will grow your knowledge of MS and its direct and indirect impact on those affected, and improve your communication and presentation skills.

Most importantly you will increase understanding of MS across the community, improve services and help to make life that little bit easier for people affected by MS.

What the role involves

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

- Delivering talks to community groups, organisations and employers to increase their understanding of MS and its symptoms.
- Signposting to the relevant MS Society team for further information and practical support.
- Note taking and helping us understand how effective sessions were

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.

- Attending regular volunteer support groups, where you will debrief and share experiences with other volunteers, as well as receive support from your supervisor

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

What you need for this role

- Confidence when talking to groups of people online
- Good presentation skills
- Excellent listening, communication, and interpersonal skills
- A professional approach when delivering MS awareness sessions
- Patience and a non-judgemental attitude
- Able to volunteer independently but also stay within the role boundaries – recognising when to seek advice and report any concerns
- Good IT skills particularly the use of Zoom
- A thoughtful, reflective approach and a willingness to consider how improvements could be made
- Willing and able to follow our policies, procedures, and guidelines
- Able to recognise and respect a diversity of views, attitudes and lifestyles
- Committed to our values: Bold, Expert, Ambitious, Together

Please note training will be provided to help develop your skills in the areas above

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:

Must do training	Role specific training
UK GDPR for volunteers eLearning	Induction with your volunteer point of contact

- Have your own PC and mobile/landline phone and internet access

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

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

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.