



**Job title:** Helpline Services Volunteer Officer

**Location:** Office based in London with flexibility to work remotely

**Reports to:** Helpline Services Volunteer Manager

### **Introduction to multiple sclerosis and the MS Society**

Over 130,000 of us in the UK have multiple sclerosis (MS). It's unpredictable and different for everyone. It's often painful and exhausting, and can cause problems with how we walk, move, see, think and feel. It can make it hard for us to work, and do the things we enjoy. But it doesn't have to be this way.

We're the MS Society – a community of people living with MS, scientists, campaigners, volunteers and fundraisers. We understand what life's like with MS, and we support each other through the highs, lows and everything in between. And we're driving research into more – and better – treatments for everyone. Together, we are strong enough to stop MS.

### **Purpose**

To support with the recruitment, training and development of Helpline Volunteers and Befriending Volunteers. Ensure that volunteers fulfil their roles in providing emotional support, information, and befriending support to people affected by MS. Our aim is to enable and empower people to:

- Live to their full potential
- Take an active role in their treatment
- Secure the care and support they need.

To support the Helpline Services Volunteer Manager with embedding new volunteer projects into the Helpline.

To provide support and guidance to volunteers within the national services team.

To work towards organisational goals and support people affected by MS to have improved emotional and psychological wellbeing. To contribute to the overall implementation of the Helpline and services objectives.

## Key relationships:

Internal

The post holder works closely with:

Helpline Staff and Volunteers  
Volunteering team

External

The post holder works closely with:

People affected by MS  
Volunteering agencies  
MS Legal Officer

## Our values

We expect everyone who works with us to model and promote our values:

### **Bold**

We are brave and innovative. We're not afraid to take risks and speak out, even when it is not easy. We are pioneering and dynamic in our approach to achieving our goals. We will campaign and push boundaries, and will not give up until we have beaten MS.

### **Expert**

People with MS are experts in their own condition. We bring together their own experience and knowledge, along with that of staff, volunteers and professionals, and the best available evidence, to improve the lives of people affected by MS.

### **Ambitious**

We do not accept the status quo. We set high standards and work hard to reach them, driving real change. We push the boundaries and are positive about beating MS.

### **Together**

We achieve success by working with the whole MS community. We are collaborative and inclusive in our approach to succeed in delivering our goals. Everything we do shows we support and care about each other.

## Detailed Responsibilities

### **Volunteering**

- Deliver the volunteering strategy in conjunction with the Helpline Services Volunteer Manager
- Recruit, train, and provide support to volunteers on a continuous basis.
- Provide continuous service referral management for national befriending service and provide continuous support to Befriending Volunteers
- Provide continuous support to Helpline Volunteers including conducting quarterly call monitoring and facilitating regular volunteer support groups
- To support all services volunteers as needed in line with services development

- Maximise the contribution made by volunteers by increasing the reach of services to make a positive impact.
- Establish volunteer retention practices to ensure volunteers feel valued, included and informed.
- Establish contacts and relationships with external organisations in support of volunteer placements or work experience.
- Co-ordinate training and development of existing volunteers.
- To communicate volunteer recognition at regular intervals to volunteers, services and the wider MS Society.
- Maintain volunteer records and files with relevant information.
- Ensure safeguarding concerns are handled swiftly and in line with policy and procedure.
- Ensure volunteers work to the highest standards and that they work in accordance with the guidelines and procedures.
- Ensure that a high quality service is provided to Helpline callers in line with quality standards.
- Coordinate volunteer recognition events at regular intervals that increase engagement and development.
- Produce volunteer information reports as requested and support with national services statistics provision.

### **Service**

- Provide reassuring and informative support to MS Helpline enquirers.
- Handle sensitive and complex enquiries ensuring that warmth and empathy are communicated, support with managing safeguarding enquiries that the team may receive including filling in relevant forms and providing relevant guidance.
- Answer enquiries through a range of channels giving up to date, quality, trusted information and emotional support.

### **General**

- Develop and maintain effective working relationships with MS Society staff and volunteers.
- Act as an ambassador for MS Helpline training materials proactively sharing content.
- Engage and support volunteers in person and remotely. Provide training, shadowing and induction.
- Represent the Helpline services and its enquirers at internal and external meetings and events.
- Undertake any other appropriate duties as requested by Helpline management.
- Support the implementation of new systems and services including digital.
- Contribute to Helpline out of hours cover between 5-7pm on a weekly basis including supporting volunteers and staff on evening shifts. Flexibility with duties and working hours. This includes working a shift pattern of either 9-5, 10-6 or 11-7, depend on service and volunteers needs.

## General

- Compliance with our governance procedures, policies and procedures.
- Contribute to a positive working environment in which equality and diversity are valued and members of staff are enabled to do their best.
- Responsible for the effective use of financial and other resources.

## Other duties

- To be prepared to travel to meetings across the UK and be away from home overnight, as the job reasonably demands.
- To undertake any other works as could be expected of an Helpline Services Volunteer Officer.

## Person specification

In addition to demonstrating our core MS Society competencies that are listed at the end of this job description, the role requires knowledge and skills in the areas of:

## Qualifications

### Essential

- A levels/equivalent qualification or
- Relevant professional experience, which demonstrates equivalent academic skills.
- An understanding of welfare benefits, healthcare and the rights of disabled people.

### Desirable

- Qualification in volunteer management or similar.
- Knowledge of MS or other similar long term conditions.
- Degree or equivalent in relevant social science or science discipline

## Experience

### Essential

- Experience of Volunteer management or coordination including induction and training.
- Experience of working in a high demand customer focused environment.
- Experience of researching, assimilating and summarising complex information in Plain English to a range of audiences.
- Experience of designing and delivering training in person and remotely.
- Experience of providing information and emotional support through a variety of channels.
- Experience of CRM or similar databases.

### Desirable

- Experience in project management

## Knowledge and skills

### Essential

- Demonstrable commitment to collaborative team work.
- Demonstrable commitment to inclusive working, ensuring equality and valuing diversity.
- Excellent interpersonal skills and able to relate to people with complex physical and psychological needs.
- Excellent written and verbal communication skills with the ability to communicate effectively in a wide range of media and to diverse audiences.
- Excellent organisational and workload management skills, with the ability to manage competing priorities.
- Advanced IT skills, including MS Office, Google and internet browsing for health based research and information.
- Good problem solving skills.
- Ability to lead by example, encourage and role model transparency, learn from failure, reduce complexity and seek feedback and ideas.
- Ability to apply new technology and techniques in improving efficiency, quality and impact.
- Ability to keep abreast of the digital landscape, seeking innovation and the application of new initiatives, tools or techniques.

### Desirable

- Ability to use scientific and social science journal databases including open source, for example Open Athens and PubMed.
- Ability to create and manage digital content

## Employment terms

**Grade:** E1

**Signed by post holder**

**Date**

**Signed by Executive Director**

**Date**



## MS SOCIETY JOB DESCRIPTION

### MS Society Core Competencies

June 2020

Competence	Descriptor: behaviours that can be observed	Linked to BEAT values
Fosters co-production	<p>Acts with and for the MS Community, seeking the expertise of people living with MS to co-produce services and solutions.</p> <p>As a team manager, supports individuals to deepen their knowledge and understanding of the MS Community, sharing their own experience and examples of doing so.</p>	<p>Together</p> <p>Expert</p>
Open to change and innovation	<p>Challenges the status quo to find new and better ways of working, adapting and responding to change and learning from failure.</p> <p>As a team manager, supports and motivates team to try new things, pursue innovation that leads to better organisational outcomes, and share lessons from failures.</p>	<p>Bold</p> <p>Ambitious</p>
Sound decisions	<p>Makes timely decisions with appropriate information, balancing evidence and insight with appropriate risk assessment and action.</p> <p>As a team manager, makes and acts upon clear, transparent and timely decisions even in challenging circumstances, encouraging robust dialogue around assumptions and outcomes.</p>	<p>Ambitious</p> <p>Expert</p>
Collaborative	<p>Invests time and energy to establish trust and build positive working relationships with</p>	<p>Together</p>

<b>working</b>	<p><b>individuals and teams across the organisation.</b></p> <p><b>As a team manager, actively enables learning and working as a team, supporting the work of other teams and creating opportunities for cross organisational working.</b></p>	
<b>Effective Communication</b>	<p><b>Demonstrates active listening skills and communicates clearly and succinctly in a range of formats, tailoring messages to audiences as appropriate.</b></p> <p><b>As a team manager, engages team through seeking feedback, listening and responding to different viewpoints while ensuring everyone is clear about key messages, role expectations and organisational goals.</b></p>	<p><b>Together</b></p> <p><b>Expert</b></p>
<b>Outcome focussed</b>	<p><b>Focuses on impact and the priorities, resources and deliverables needed to achieve desired outcomes.</b></p> <p><b>As a team manager, maintains focus on successful outcomes rather than hours worked, empowering and trusting people to be responsible and accountable for their work.</b></p>	<p><b>Bold</b></p> <p><b>Together</b></p>
<b>Inclusivity</b>	<p><b>Treats people fairly and respectfully regardless of background, role or status, seeking to understand and incorporate different values and viewpoints into decisions and work.</b></p> <p><b>As a team manager, promotes an inclusive culture that recognises and values what each individual brings to the team, ensuring reasonable adjustments are put in place to support this.</b></p>	<p><b>Together</b></p>
<b>Accountability</b>	<p><b>Takes responsibility for work and personal actions; delivers on commitments, indicating where work is behind and help is needed, and acknowledges and learns from mistakes.</b></p> <p><b>As a team manager, sets and communicates clear expectations for self and others, speaks up and appropriately challenges when things aren't working and addresses</b></p>	<p><b>Bold</b></p> <p><b>Expert</b></p> <p><b>Ambitious</b></p> <p><b>Together</b></p>

	<b>problems quickly and transparently.</b>	
<b>Tech Savvy</b>	<p><b>Embraces rapidly changing technology solutions, and understands how technology improves delivery of goals and drives efficiency and effectiveness.</b></p> <p><b>As a team manager, creates opportunities to explore and learn about the changing technology environment, apply learning and champion digital innovation.</b></p>	<p><b>Bold</b></p> <p><b>Ambitious</b></p>