



Job Description

This job description serves to illustrate the type and scope of what is required for the above post and to provide an indication of the required level of responsibility. It is not a comprehensive or exclusive list and duties may be varied from time to time, they will not however change the general character of the job or the level of responsibility entailed.

Section 1 - Job Details

Job title	Helpline Services Volunteer Officer
Directorate area	Services and Support
Department/Team	Helpline Services
Reports to	Helpline Services Volunteer Manager
Direct reports	No staff - supporting over 50 volunteers within the Helpline services team
Job Location	London office with flexibility to work remotely
Contracted hours are agreed locally with line managers	

Section 2 - Job Purpose

Support with the recruitment, training and development of Helpline Volunteers and Befriending Volunteers. Support volunteers in carrying out their roles effectively in providing emotional support, information, and befriending support to people affected by MS.

Section 3 - Key Responsibilities/Accountabilities

	Responsibility/ Activity
1	Provide support and guidance to volunteers within the Helpline services team including recruitment and training.
2	Provide continuous service referral management for national befriending service and provide continuous support to Befriending Volunteers
3	Provide continuous support to Helpline Volunteers including conducting quarterly call monitoring and facilitating regular volunteer support groups
4	Support Helpline Services Volunteer Manager with embedding new volunteer projects into the Helpline.
5	Answer enquiries through a range of channels giving up to date, quality, trusted information and emotional support
6	Contribute to Helpline services out of hours cover between 5-7pm on a weekly basis including supporting volunteers and staff on evening shifts
7	Support with managing safeguarding enquiries as part of the Safeguarding Responder Group including filling in relevant forms and providing relevant guidance
8	Maintain volunteer records and files with relevant information including support with producing volunteer information reports and national services statistics provision
9	Coordinate volunteer recognition events at regular intervals that increase engagement and development.

Section 4 – Dimension of the role

Resources	Responsible for the proper use and safekeeping of assets within scope of role including laptop and related equipment
Staff/Volunteers	No staff management responsibility but to support and train volunteers and other team members
Budget	No budget management or monitoring responsibility
Key relationships	Befriending volunteers, Helpline volunteers, Helpline staff team, other teams/managers across the MS Society
ISO	Responsibility for undertaking relevant actions and responsibilities according to the role assigned within ISO

Section 5 – Key deliverables

	Measures of success
1	New volunteer recruitment - increased numbers of new Helpline/Befriending volunteers annually
2	New volunteer engagement - increased visibility and enhanced profile of Helpline volunteering team, increased proactive engagement with volunteers
3	Enhance EDI in volunteer profiles - diversified new volunteers with targeted campaigning and promotion

Section 6 – Competencies

Competency	Level required (see below)	B	E	A	T
Fosters co-production	1		X		X
Open to change and innovation	1	X		X	
Sound decisions	2		X	X	
Collaborative working	2				X
Effective communication	2			X	X
Outcome focussed	2	X			X
Inclusivity	1				X
Accountability	2	X	X	X	X
Tech savvy	2	X		X	

Level	
5	Strategic – Wide advanced knowledge of organizational policies, practices and procedures across the organization or detailed theoretical, practical and procedural knowledge of a specialized area. Provides expert knowledge and insight on a range of subjects and/or groups relevant to MS and represents the MS Society externally. Translates vision, strategic aims and direction in clear terms that people can relate to and action. Makes significant and influential decisions and facilitates appropriate resources.
4	Expert/ Recognised authority – Demonstrates expert knowledge and relevant and appropriate professional leadership and influence. Colleagues consistently perform a task or activity to higher levels having an intuitive grasp of what is required to be delivered, how it impacts across other areas of activity and how it may be improved for the benefits of the MS Society. Colleagues have an in-depth understanding and focus upon building expertise, they are the go-to person and have a reputation for being knowledgeable in this area and are able to apply their existing skills and knowledge to new or emerging challenges. Has responsibility for managing significant resource (people, budget etc) associated with the function/activity.
3	Complex - Roles with or without line management responsibility where they are required to use knowledge gained through experience, professional or technical qualification on complex information or raw data for typically non-routine problems upon which own judgment needs to be applied without further instruction or guidance to work with others to overcome obstacles and deliver outcomes across teams/department.
2	Enhanced - Roles with or without line management responsibility but accountable for casework/ face to face service provision/ internal/external process and or people (including volunteers) e.g. first line managers of people or process. Colleagues have knowledge of requirements of a team/function, contribute to building and maintaining successful internal and external relationships and collaborate to deliver effective outcomes. Colleagues use knowledge and understanding to organise and/or manage work, tasks and processes, can solve routine issues and contribute to the development of new practices and procedures.
1	Foundation – roles make an individual contribution to the MS Society with no process or line management responsibility. Colleagues have a fundamental knowledge and understanding of what is required to carry out the role and how it connects to other roles and activities. Understand what is required to be carried out and has the competence and skills to carry out the activities.

Section 7 - Learning & Development requirements

(List L&D requirements for role)

Foundation (mandatory)	GDPR training module Safeguarding Awareness training
Additional internal learning/ courses required for role	Safeguarding Responder Group training
Other professional training/qualification required	None specified

Section 8 - Person specification (knowledge, experience, skills and attributes needed for the Job)

Those that are marked as essential and will be tested at application stage (A) will be used as shortlisting criteria for determining who will be invited to interview. There should be no more than 7 shortlisting criteria.

Requirement	Essential	Desirable	Tested*
Experience of volunteer management or coordination including recruitment and training.	X		A,I,T,P
Experience of providing information and emotional support through a variety of channels - ability to relate to people with complex physical and psychological needs.	X		A,I,T,P
Experience of designing and delivering training remotely - ability to lead by example, encourage and role model transparency.	X		A,I,T,P
Experience of CRM or similar databases - ability to apply new technology in improving efficiency, quality and impact.	X		A,I
Excellent organisational and workload management skills - ability to manage competing priorities.	X		A,I,T,P
A relevant professional qualification	X		A
Knowledge of MS or other similar long term conditions - having an understanding of welfare benefits, healthcare and the rights of disabled people.		X	I

*Tested - A (application), I (interview), T (test or Assessment), P (through performance reviews including probation, 1:1's and PDR)

Section 9 - Additional Information and Requirements

Confidentiality	Ensure that essential information of a sensitive and/or personal nature is not disclosed to, or discussed with, inappropriate persons and that all information is maintained in accordance with the GDPR and other related legislation/requirements.
Equality, diversity and inclusion	<p>Ensure all duties are carried out in a manner which promotes the MS Society's equality, diversity and inclusion policies and practices.</p> <p>As a charity whose primary focus is to support and improve outcomes for those with a disability, we expect all colleagues to be curious and innovative in identifying and removing any barriers experienced by those with disabilities whilst working with us.</p>

Health & safety	Promote a health and safety culture, observe all health and safety rules and procedures and complete training courses, as required.
Safeguarding	MS Society are committed to recruiting with care and to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Background checks and Disclosed Barring Service checks will not be required for this role.
Digital, data and Technology	Competently utilise technology to perform the role including internet-based voice and video calls, Microsoft Office applications, the MS Society intranet, human resource and finance systems, case management system software and other bespoke MS Society software and applications.
Key contacts/ relationships	MS Society Volunteers. Other teams/managers across the MS Society. MS Society enquirers and supporters. Other stakeholders including healthcare professionals.
Unusual specific physical/mental demands associated with the role	None specified.
Travel requirements	Regular attendance (to be agreed with line manager) at Carriage House/London office for team meetings. Occasional travel across the UK to attend Helpline services events.
Unsocial hours	Weekly evening working hours between 5-7pm.

Last updated (06/08/2024)