

## Telephone Befriender

"I am extremely honoured to be a volunteer for the MND Association. The most rewarding thing is knowing that I have helped people to access the services, equipment and support they need." Jo-Ann, Volunteer-

### What's involved?- you should look forward to doing these things

- Offer emotional support and to people affected by MND. This is done through
  - Keeping in touch by phone calls, emails, texts etc (whichever is mutually convenient)
- Build positive relationships with the people you are supporting by actively listening and engaging in conversations tailored to the individual you are supporting
- Respecting people's way of life as well as the choices they make, even if they differ from your own.
- Record information following the MND Association guidelines using a digital database
- This volunteer role fits around your availability and commitments. You will be supporting one or more families depending on your preferences and will have opportunities to engage with other local volunteers and further support the local community.

### What's not involved?- you shouldn't expect to do these things

- We do not offer personal care, give medical care or provide respite care
- Working in a person centred way means that we do not offer advice or personal judgement when supporting a member of our MND community
- We do not provide practical help such as odd jobs, shopping, gardening and giving lifts to appointment

### This role will suit me if I:

- Have good listening skills and a good communicator
- Able to develop and maintain supportive relationships with people affected by MND
- Non-judgmental and respectful of diverse lifestyles
- Prepared to increase my understanding of MND and its impact on families
- Understand the need for confidentiality and the importance of data protection
- I'm honest, reliable, committed and can be flexible to the meet clients' needs
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## What's in it for me?

- Become part of a friendly and dedicated team with an opportunity to develop your skills
- Make a positive impact to the lives of people affected by MND
- Get access to a range of workshops and events for volunteers in addition to your induction training

## What sort of training/induction will I receive before starting?

You'll be inducted into the role and informed about the Association. As part of this, you will receive e-learning, face-to-face training and mentoring. The induction will be delivered over zoom for 2.5hours a week over 4 weeks. The training programme will also include experiential and reflective learning.

## What's the next step?

Get further information by emailing [volunteering@mndassociation.org](mailto:volunteering@mndassociation.org) or call us on 01604 611681

We encourage and welcome applications from all backgrounds and all communities

