

Peer Support Volunteer

Muscular Dystrophy UK is a charity that connects a community of more than 110,000 people living with one of over 60 muscle wasting conditions, and all the people around them. So everyone can get the healthcare, support and treatments needed to feel good, mentally and physically.

Location: Remote

Department: Services and Support

Frequency: 2 hours a month (although frequency fluctuates)

How you will make a difference

Connecting with someone who really 'gets it' can be a powerful source of support, whether someone is newly diagnosed or going through a change or challenge. By joining our growing team of peer support volunteers, you can use your lived experience to help others by providing someone to talk to who can understand what they're going through. All it requires is a kind, listening person who can provide regular, flexible support by phone, text or email for half an hour to an hour per week, for at least three months.

What you'll get out of the role:

- Directly support others, making a real difference to people's lives
- Meet and speak to others with similar experiences
- Use your experience and knowledge of muscle wasting conditions to provide support and information
- Flexible volunteering at times that suit you

What you'll be doing:

- Calling, texting or emailing people seeking support. They may need help with a particular challenge they're facing that you have experience of or they may want an informal chat with someone who understands
- Responding to people within an agreed timeframe, keeping a log of communication with those you are talking to
- Checking in with Volunteer Engagement Manager regularly to update on the support that has been given

We provide full training for this role and ongoing support while you volunteer. A basic level DBS check is required as part of the application process for this role. (PVG or Access NI for volunteers in Scotland and Northern Ireland)

What you'll bring:

- Non-judgemental and sensitive
- A good listener with empathy and understanding
- Reliability
- Good communication skills – able to use one's own experience productively, encouraging others to share their experiences
- Motivated to help others

At MDUK, we're committed to supporting and empowering our volunteers. As such, you can always expect the following from us:

- training and support throughout your time volunteering
- we will share the *Volunteers Handbook* with you, along with regular updates on the charity's work
- opportunities to connect with other MDUK volunteers
- claim back reasonable expenses as agreed with your MDUK contact
- insurance cover, while volunteering, under our public liability insurance
- your personal data will always be held securely in accordance with GDPR and [our Privacy Policy](#)
- a formal, written procedure for resolving difficulties; if you have a complaint, it will be dealt with promptly and fairly.

In return, we ask for you:

- to show enthusiasm and commitment to supporting the work of MDUK, maintaining and upholding the reputation and good name of the charity
- to listen to, and work co-operatively with MDUK staff and volunteers – treating all with courtesy and respect – and adhering to the Volunteer Code of Conduct
- to take reasonable care of your own health and safety and that of others around you
- to support the charity's equal opportunities and diversity policy
- to provide us with feedback on your volunteering experience and let us know if you can no longer volunteer with us

Training and other requirements

Criminal record check:	Required (arranged by MDUK)
Safeguarding training:	Required
Access to internet:	Required