

Online Community Support Volunteer

How you'll make a difference:

Our WhatsApp and Facebook online communities are safe and welcoming places to connect with others affected by muscle wasting conditions, share experiences and meet people who understand.

As a volunteer in these groups, you'll make sure we maintain that safe and welcoming space, so that everyone can benefit, using your lived experience to offer support and to promote positive conversations within the group.

Location: Remote / online

Frequency: 30 minutes a week (flexibly across the week)

What you'll be doing:

- Welcome new joiners and make sure all messages receive a response
- Post regularly in the group to keep conversation going
- Create and maintain a friendly and supportive space, and monitor for issues or concerns
- Signpost group members to appropriate support either from MDUK or external organisations
- Make sure safeguarding concerns or posts that don't align with our community guidelines are communicated promptly to MDUK staff
- Share feedback and ideas on ways to develop the group
- Help to promote the group within your wider network and community

What you'll get out of the role:

- The opportunity to use your experience to benefit others
- A flexible way to support which fits your life and commitments
- Learn more about different conditions, experiences and support available

What you'll bring:

- Lived experience of a muscle wasting condition (this can include being a family member of someone living with a condition)
- Strong communication skills
- Empathy and understanding
- Motivated to use your experience to help others
- Able to support an online social media group flexibly and consistently from your own mobile, tablet or laptop.

At MDUK, we're committed to supporting and empowering our volunteers.

You can expect from us:

- Training and support throughout your volunteering journey
- Our Volunteer Handbook and regular updates about the charity's work
- Opportunities to connect with other MDUK volunteers
- Reimbursement of agreed reasonable expenses
- Insurance cover while volunteering under our public liability policy
- Your personal data to be handled securely in line with GDPR and our Privacy Policy
- A clear and fair process for resolving concerns or complaints

What we ask of our volunteers:

- Support the work of MDUK and help uphold the charity's values and reputation
- Treat staff, volunteers and the wider community with courtesy and respect, and follow our Volunteer Code of Conduct
- Take reasonable care of your own health and safety and that of others
- Support the charity's commitment to equality, diversity and inclusion
- Share feedback about your volunteering experience and let us know if your circumstances change and you're no longer able to volunteer

For this role, we additionally ask for a basic level DBS check as part of the application process. (PVG or Access NI for volunteers in Scotland and Northern Ireland)