

MDUK Peer Support Volunteer - Role Description

We understand that a diagnosis of muscular dystrophy changes everything. Every day Muscular Dystrophy UK is urgently searching for treatments and cures to improve lives today and transform those for future generations.

How you will make a difference

Peer Support Volunteers provide direct support to other people experiencing a neuromuscular condition. Through a one-to-one link up service volunteers are available to speak to people diagnosed with a condition (or their loved ones) who are seeking support.

Role title: Peer Support Volunteer

Location: Remote

Department: Care, Communications and Support

Frequency: 2 hours a month (although frequency fluctuates)

Summary of role

What you'll get out of the role:

- Chance to directly support other people and make a real difference to people's lives
- Meet and speak to other like-minded people with similar experiences
- Use your experience and knowledge of neuromuscular conditions to provide support and information
- Flexible volunteering role that can be undertaken at times that suit you

What you'll be doing:

- make calls or send emails to people wanting to get in touch – sometimes people may be looking for support with a particular challenge they're facing that you have experience of (e.g. housing adaptations) and sometimes they just wish to have an informal chat with someone who understands
- respond to people within an agreed timeframe (usually within 72 hours) and keeping a log of communication and interaction with those you are supporting
- check in with Volunteer Engagement Manager regularly to update on the support that has been given and to let us know if further support needed from MDUK
- attend occasional local support group meetings if able to, in order to meet up with individuals face-to-face (when meetings resume, currently virtual)

We provide full training for this role, ongoing support while you volunteer, and an MDUK email address that you can use to provide peer support. A DBS check and references are required as part of the application process for this role.

What you'll bring:

- First hand experience of either living with a muscle-wasting condition yourself, or being a parent, partner or other family member of someone who lives with a condition
- Non-judgemental and sensitive – a good listener
- Reliable
- Have an ability to empathise and show understanding
- Have good communication skills in terms of using one's own experience productively and encouraging others to share their experiences
- Be motivated to help others
- Be able to undertake self-assessment and understand when it is not appropriate to undertake peer support

Commitment to volunteers

What we expect from you:

- enthusiasm and commitment to supporting the work of MDUK
- to maintain and uphold the reputation and good name of the charity
- to listen to, and work co-operatively with paid members of staff and other volunteers – treating all with courtesy and respect
- to take reasonable care of your own health and safety and that of others who may be affected by their acts or omissions
- to support the charity's equal opportunities and diversity policy – helping to promote this to all our supporters
- to provide us with feedback on how we can improve your volunteering experience with the charity
- to inform us if your commitment to us, for any reason, can no longer continue

What you can expect from us:

- your main contact will share the *Volunteers' Handbook* with you, which will act as a summary of the information within our Volunteer Policy (you can ask for the full policy document if you'd like, too)
- regular email updates on the charity's work
- contact with other volunteers working with MDUK
- your main contact will work with you to provide any support and training you need to fulfil your role
- you can claim back pre-agreed reasonable expenses as per the MDUK expenses policy
- insurance cover, while volunteering, under MDUK's public liability insurance, as per the insurance policy
- a formal, written procedure for resolving difficulties; if you have a complaint it will be dealt with promptly and fairly.

Other

DBS check:	Required (MDUK will arrange this for you)
Safeguarding training:	Provided
GDPR training:	Provided
Wellbeing and resilience training:	Provided
Confidentiality agreement:	Provided
Access to internet:	Required