

Evening Helpline Volunteer

"I enjoy knowing that I am helping to raise awareness and funds for such an amazing charity. It is a great feeling to know you are making a difference in some way." Sammy, Volunteer

What's involved?

- Provide callers with information and support on all aspects of MND
- Log calls
- Signpost to specialist services
- Attend up to 2 training week-ends per year

This role will suit me if I:

- Am reliable and dedicated
- Am able to communicate clearly with a calm and confident telephone manner
- Have excellent listening skills and a patient and empathetic approach
- I am able to discuss sometimes difficult issues objectively with tact and sensitivity
- Understand the need for confidentiality and the importance of data protection
- Am able to assess when extra support is needed

What's in it for me?

- Volunteer from home
- Learn more about MND and use this knowledge to support people
- Join our wonderful team of volunteers and meet new people
- A brilliant opportunity to enhance your CV and develop your skills



How flexible is the role?

The time required is flexible (our current volunteers cover 1 or 2 evenings per month). Evening Helpline Volunteers are required to cover the helpline from 7pm to 10:30pm.

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 training programme will also include experiential and reflective learning.

What's the next step?

Get further information by emailing volunteering@mndassociation.org or call us on 01604 611681. We encourage and welcome applications from all backgrounds and all communities.