

Branch or Group Contact

“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?

- Responds to calls and emails from people affected by MND, supporters and prospective volunteers.
- Provides clear and up-to-date information about the MND Association and branch/group activities
- Signposts people to appropriate alternative sources of help, advice and information

This role will suit me if I:

- Able to communicate clearly and effectively, with a calm and confident telephone manner
- Have a patient and empathetic approach
- Have an understanding of MND and its impact on families, or a willingness to learn
- Understand the need for confidentiality and the importance of data protection
- Have good computer skills and access to a computer



What's in it for me?

- Make a positive impact to the lives of people affected by MND
- Become part of a friendly and dedicated team
- Get access to a range of learning opportunities

How flexible is the role?

Branch or Group Contacts will usually work for approximately 2 hours per week responding to enquiries, follow-up calls and emails regularly.

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