

Branch/ Group Contact

Role Profile

Across England, Wales and Northern Ireland, [Branches and Groups](#) offer direct support for people living with and affected by Motor Neurone Disease (‘MND’), every day.

A Branch or Group Contact provides support to their respective Branch/Group by acting as a general information switchboard, connecting with people online or over the phone to link them with the MND Association for support.

Tasks and activities

- Respond to general enquiries (calls and emails) from people living with or affected by MND, supporters or prospective volunteers and signpost as required to relevant teams
- Provide clear, consistent and up to date information about the MND Association and its services/resources, as well as relevant Branch/Group activities and support available
- Signpost people to appropriate alternative services or resources for help, advice or information
- Adhere to the MND Association’s policies and procedures, including Safeguarding
- Time commitment is flexible and variable depending on local need and individual capacity

This role is recruited through Safer Recruitment processes, which means it includes an informal interview and two references.

Successful applicants will complete a general induction pathway, involving completion of e-learning.

Volunteers receive ongoing local support from their allocated Community Support Coordinator (‘CSC’).

About our Branch/Group Contacts

Across the MND Association, everything we do is underpinned by our Values.

We are **One Strong Team**

- We use great communication skills to help people access the right information quickly
- We develop and maintain positive and supportive relationships with others
- We understand the responsibilities of volunteers and how to signpost calmly and effectively

We **think Big**

- We are ready to enhance our understanding of MND to drive our approach to helping people
- We are confident and informed about how we can support people affected by MND
- We use our brilliant ICT skills to undertake tasks - e.g. Zoom/MS Teams, email, Office 365

We are **Determined**

- We are committed to learning about MND and its impact on people and their families
- We ensure that we take steps to ensure our own and others’ safety
- We understand the need for consent, confidentiality and the importance of data protection

We make **Every Day Count**

- We champion the [Vision and Purpose](#) of the MND Association
- We act with patience, kindness and empathy when communicating with others
- We are always respectful and kind