

Association Visitor

Role Profile

An Association Visitor offers emotional and informative support locally to those living with and affected by Motor Neurone Disease (‘MND’). Information may include support navigating local services or understanding available support.

Tasks and activities

- Offer support for someone living with/affected by MND in an inclusive manner – this may be face-to-face, over the phone or online depending on personal preferences
- Signposting and providing relevant information which enables someone to access appropriate support available to them - including through the [Motor Neurone Disease \(MND\) Association](#)
- Attend local support sessions with other volunteers and staff, such as peer support meetings, and other development events and opportunities
- Handling data, taking notes and producing simple reports using specific and secure online systems to communicate updates locally
- Develop and maintain positive relationships with the other volunteers and staff
- Adhere to the MND Association’s policies and procedures, including GDPR and safeguarding
- This role may require expensed travel within an agreed area depending on the local activities.
- Time commitment is variable and depending on different factors including individual capacity and the demand for this type of support in a specific local area at a given time

This role is recruited through our Safer Recruitment process, which means that it includes an interview, two references, and a review process. A DBS or Access NI check is also required due to the nature of the role, as appropriate.

Successful applicants will complete a structured induction and sign off process, involving completion of e-learning and a classroom training pathway specific to the role.

Volunteers receive ongoing local support from their allocated Community Support Coordinator (‘CSC’) – *previously known as ‘ASC’*.

About our Association Visitors

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

We are **One Strong Team**

- We develop and maintain positive and supportive relationships with others
- We work effectively together within our boundaries, and ask for support when needed
- We are good at listening and use our active communication skills to have an impact

We **think Big**

- We carry out appropriate learning and development to help us in our role
- We use basic ICT skills to undertake our roles - e.g. Zoom/MS Teams, email, Office 365
- We use our knowledge and skills to navigate systems and provide accurate information

We are **Determined**

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

We make **Every Day Count**

- We champion the [Vision and Purpose](#) of the MND Association at all times
- We share our thoughts and ideas on how we can best support people affected by MND
- We are always respectful and kind