

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



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

For more information contact the Volunteering Team on 01604 611681 or email volunteering@mndassociation.org

Last updated – June 2017

Registered Charity No. 294354