

Association Visitor

Purpose of the role: The role of an Association Visitor is to offer emotional support to those affected by MND. You will be helping individuals to access support and give information on how the MND Association can support them through their journey.

Primary activities:

- Offer emotional support and provide information to people affected by MND
- Signpost people affected by MND, enabling them to make informed choices and access appropriate services / support
- Develop and maintain relationships with the local branch or group
- Attend peer support meetings and 1:1 meetings as well as development events
- To adhere to the MND Association's policies and procedures, including but not limited to Mutual Expectations, Safeguarding and Lone Working
- The role also requires notes to be documented in an online system, full training in how to do this will be provided
- Completion of e-learning and 4 live virtual classroom sessions to support your knowledge

About you:

- Good listening and communication skills
- Ability to develop and maintain supportive relationships
- Non-judgmental and non-bias
- Preparedness to learn about MND and its impact on people and their families
- Understand the need for confidentiality and the importance of data protection
- Have the ability to assess when extra support is needed
- Be able to use basic ICT e.g. email, Office 365

To support you to do your role to the highest standard, there is ongoing training delivered by MND Association

This is an ongoing role where you will check in with and get support from the Area Support Co-ordinator