

## MDUK Peer Support Volunteer role description

We understand that a diagnosis of muscular dystrophy changes everything. Every day Muscular Dystrophy UK is urgently searching for treatments and cures to improve lives today and transform those for future generations.

### How you will make a difference

Peer Support Volunteers provide direct support to other people experiencing a neuromuscular condition. Through a one-to-one link up service volunteers are available to speak to people diagnosed with a condition who are seeking support.

**Role title:** Peer Support Volunteer

**Location:** Remote

**Department:** Care and Support

**Frequency:** 2 hours a month (although frequency fluctuates)

**Minimum period:** 1 year

**Maximum period:** 3 years (can be extended)

### Summary of role

#### What you'll get out of the role:

- Chance to directly support other people and make a real difference to people's lives
- Meet and speak to other like-minded people with similar experiences
- Use your experience and knowledge of neuromuscular conditions to provide support and information

#### What you'll be doing:

- make calls or send emails to people wanting to get in touch
- respond to people within an agreed timeframe (usually within 72 hours)
- keeping a diary/log of communication and interaction with beneficiaries/peer support recipients
- check in with a member of the MDUK care and support team every few weeks to update on the support that has been given
- attend occasional local support group meetings if able to, in order to meet up with individuals face-to-face
- understand there is flexibility to expand the role of a volunteer to accommodate personal priorities and commitments

#### What you'll bring:

- Collaborative and sensitive - good listener
- Diplomatic

- Reliable
- Have an ability to empathise and show understanding
- Have good communication skills in terms of using one's own experience productively and encouraging others to share their experiences
- Be motivated in helping others
- Be able to undertake self-assessment and understand when it is not appropriate to undertake peer support

## Commitment to volunteers

### What we expect from you:

- enthusiasm and commitment to supporting the work of MDUK
- to maintain and uphold the reputation and good name of the charity
- to listen to, and work co-operatively with paid members of staff and other volunteers – treating all with courtesy and respect
- to take reasonable care of your own health and safety and that of others who may be affected by their acts or omissions
- to support the charity's equal opportunities and diversity policy – helping to promote this to all our supporters
- to provide us with feedback on how we can improve your volunteering experience with the charity
- to inform us if your commitment to us, for any reason, can no longer continue

### What you can expect from us:

- your main contact will share the *Volunteers' handbook* with you, which will act as a summary of the information within the Volunteer Policy (you can ask for the full policy document if you'd like, too)
- regular email updates on the charity's work
- contact with other volunteers working with MDUK
- your main contact will work with you to provide any support and training you need to fulfil your role
- you can claim back pre-agreed reasonable expenses as per the MDUK expenses policy (which is outlined in your *Volunteers' handbook*)
- insurance cover, while volunteering, under MDUK's public liability insurance, as per the insurance policy (which is outlined in your *Volunteers' handbook*)
- a formal, written procedure for resolving difficulties; if you have a complaint it will be dealt with promptly and fairly.

## Other

**DBS check:** Provided

**Safeguarding training:** Provided

**GDPR training:** Provided

<b>Confidentiality agreement:</b>	Provided
<b>Travel:</b>	Occasional
<b>Access to internet:</b>	Required