

## Peer Support Volunteer

*Muscular Dystrophy UK is a charity that connects a community of more than 110,000 people living with one of over 60 muscle wasting and weakening conditions, and all the people around them. So everyone can get the healthcare, support and treatments needed to feel good, mentally and physically.*

**Location:** Remote

**Department:** Care, Communications and Support

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

### How you will make a difference

Our peer support volunteers provide one-to-one advice, guidance and support to people affected by a muscle-wasting or weakening condition. This one-to-one support via email or phone is invaluable to individuals and families living with conditions.

### 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 others with similar experiences
- Use your experience and knowledge of neuromuscular conditions to provide support and information
- Flexible volunteering that can be undertaken at times that suit you

### What you'll be doing:

- Making calls or sending emails to people seeking support. They may be looking for help with a particular challenge they're facing that you have experience of or they may just be looking for an informal chat with someone who understands
- Responding to people within an agreed timeframe, keeping a log of communication with those you are talking to
- Checking in with Volunteer Engagement Manager regularly to update on the support that has been given

We provide full training for this role, ongoing support while you volunteer, and an MDUK email address that you can use to provide peer support. A DBS check and references are required as part of the application process for this role.

**What you'll bring:**

- Non-judgemental and sensitive
- A good listener with empathy and understanding
- Reliability
- Good communication skills – able to use one's own experience productively, encouraging others to share their experiences
- Motivated to help others

***At MDUK, we're committed to supporting and empowering our volunteers. As such, you can always expect the following from us:***

- training and support throughout your time volunteering
- we will share the *Volunteers Handbook* with you, along with regular updates on the charity's work
- opportunities to connect with other MDUK volunteers
- claim back reasonable expenses as agreed with your MDUK contact
- insurance cover, while volunteering, under our public liability insurance
- your personal data will always be held securely in accordance with GDPR and [our Privacy Policy](#)
- a formal, written procedure for resolving difficulties; if you have a complaint, it will be dealt with promptly and fairly.

***In return, we ask for you:***

- to show enthusiasm and commitment to supporting the work of MDUK, maintaining and upholding the reputation and good name of the charity
- to listen to, and work co-operatively with MDUK staff and volunteers – treating all with courtesy and respect – and adhering to the Volunteer Code of Conduct
- to take reasonable care of your own health and safety and that of others around you
- to support the charity's equal opportunities and diversity policy
- to provide us with feedback on your volunteering experience and let us know if you can no longer volunteer with us

## Training and other requirements

<b>DBS check:</b>	Required (arranged by MDUK)
<b>Safeguarding training:</b>	Required
<b>Wellbeing and resilience training:</b>	Provided
<b>Confidentiality Agreement:</b>	Required
<b>GDPR training:</b>	Required
<b>Access to internet:</b>	Required