

Facebook Signposting Volunteer role description

Role title	Facebook Signposting Volunteer
Purpose of the role	<p>Want to use your skills to ensure the MS Trust is here for everyone diagnosed with MS?</p> <p>Volunteering as part of the information team you will act as a champion for MS Trust resources.</p> <p>We have online communities on various social media platforms, including Facebook, Instagram, YouTube, and Twitter. Our Facebook group is particularly active, with debate and conversation constantly taking place.</p> <p>You will be asked to monitor our Facebook platform to help identify information needs and either address them or raise them for the Information team.</p> <p>We are committed to supporting your personal development goals and will be happy to discuss the opportunities at interview.</p>
What you will be doing	<p>You will be tasked with:</p> <ul style="list-style-type: none"> • Identifying information needs from community members. • Reporting requests to the Information team • Engaging with posts when appropriate and providing signposts to the Information team • Logging activities • Listening to the community on Facebook and reporting back on trends
Skills, experience, and qualities needed	<p>Volunteers would need the following skills/experience:</p> <ul style="list-style-type: none"> • ability to share and provide information diplomatically. • building relationships with your fellow moderators, admin, and community members. • A friendly, non-judgemental approach. • Strong IT skills. • Good understanding of Facebook. • Sensitive to the needs of people affected by and living with a long-term condition. • Interested in learning about and staying up to date with information about MS.

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When and where	<p>This role is open to someone who:</p> <ul style="list-style-type: none"> • is willing to give <u>4 hours per week</u> plus take part in training on a regular basis • has lived experience of MS or cares for or supports a person with MS condition • is aged 18 years old and over • can be based anywhere in the UK as it is home based • is happy to use online services e.g., Teams, Online Community and WhatsApp services.
Support offered	<p>You will be given all necessary training and supervision by the MS Trust Information Team. This will include a monthly online meeting with other volunteers and the Information team, to keep you connected and informed.</p> <p>In return for your valuable help, we aim to ensure that volunteering for the MS Trust is a fulfilling and worthwhile experience. You'll have support from staff, with the opportunity to gain and develop skills.</p> <p>We'll reimburse agreed out-of-pocket expenses—such as bus fares—in accordance with our expenses policy.</p>
What you could get out of it	<p>You will be fully supported throughout your activities with the MS Trust. This includes:</p> <ul style="list-style-type: none"> • training • annual acknowledgement of activities • Access to Microsoft 365/ materials as appropriate • role brief and support/ supervisor/ named contact • process to feed in ideas/ being listened to • access to all volunteer policies and procedures • all out of pocket expenses as detailed within our expenses policy
Other relevant information	<p>This role requires the volunteer to have a DBS check and safeguarding training</p> <p>You will need:</p> <ul style="list-style-type: none"> • access to a computer/laptop/smartphone • access to the internet • a Facebook Account
What to do if you're interested	<p>Contact our volunteer manager Mark Cruise: mark.cruise@mstrust.org.uk or volunteer@mstrust.org.uk for more information.</p>

Roles may be flexible – please do get in touch to discuss