

MS Support Officer, Bournemouth Branch.



Aims

To be the primary point of branch contact for people seeking information about MS or access to available services & support and to coordinate the Day Centre Support (Welfare) Team.

Purpose of the Role

Day-to-day responsibility for ensuring the welfare of all members associated with the Branch and to support the Branch Chairman and centre volunteers in the running of the Osborne Day Centre.

Responsibilities

- Be the point of contact for newly diagnosed people.
- Provide a listening ear for the concerns of people affected by MS.
- Provide accurate and up-to-date information about MS and its management.
- Develop collaborative relationships with health and social care professionals and ensure that the work of the branch links with them via the branch Statutory Services Liaison Officer.
- Develop and co-ordinate a support team for a system of hospital and/or home visits as well as ensuring a “manned” contact office is available on every day the Osborne Centre is open.
- Have a basic knowledge of statutory services and refer people on appropriately.
- Have a basic knowledge of benefits and refer people on appropriately.
- Enable people affected by MS to secure services to which they are entitled to but not receiving either by supporting them or by referring them on to others who can help.
- Provide information about the Society’s services at national and local level.

- Keep an up-to-date list of other local services that people may need to use.
- Provide information about potential sources of financial support, including the Society's grants.
- Co-ordinate requests for welfare grants.
- Ensure that any records kept are treated confidentially and used appropriately, in line with guidelines set out in the Branch Handbook.
- Co-ordinate/liaise the work of any other MS Support volunteers within the branch including: the SSLO; Peer Advocates; Carers Officer and Newly Diagnosed/Young People with MS lead (MATES).
- Chair the MS Support Sub-committee.

For further information please contact the branch:

<http://www.ms-bournemouth.co.uk/contacts.htm#branchofficers>