



Peer Connections Volunteer: MSFriends Volunteer

Overview:

MSFriends volunteers provide support via helpline or paired relationships through one-on-one conversations. These volunteers provide an empathetic ear, emotional support, and space for confidential conversations.

Staff Contact:

Peer Connections Resource Team (PeerConnections@nmss.org)

MSFriends Helpline Volunteer

Key Responsibilities:

- Provide a safe, supportive space for participants to share their feelings.
- Serve as a positive representative and liaison to the Society.
- Use Society-provided smartphone to access the Avaya system and receive MSFriends calls.
- Cover at least 5 hour-long shifts per week.
- Sign up for shifts using TrackSmart scheduling system.
- Communicate with regularly with the Peer Connections Resource Team consistently and respectfully.
- Refer individuals to the MS Navigator program or crisis support resources as needed.

Education & Support:

- Required orientation training, including modules focused on: Welcome to the Society, Difficult Situations & Crisis Support and MSFriends: Someone to Listen.
- National MS Society provided on-demand training to familiarize volunteers with the Society and virtual orientation.
- Attend a minimum of 2 Society-led training calls per year.
- Optional support through [Connections Volunteers Facebook group](#).

Qualifications & Time Commitment:

- Living with MS
- Knows how to use a smartphone
- Maintain an active email address for communication with Peer Connections Resource Team
- Willingness to maintain a close working relationship with the Peer Connections Resource Team
- Strong listening and communication skills; empathetic listener and a desire to help others.
- Compassionate, caring, patient nature
- Basic knowledge of multiple sclerosis, symptoms and management
- Ability to empower and motivate MSFriends callers.
- Dedication to the mission of the National MS Society and a desire to make a difference for those living with MS.
- Ability to calmly and effectively manage emergency situations.
- Knowledgeable about Society resources
- Minimum: 5 hour-long shifts per week

Impact:

- MSFriends empower individuals to address MS-related life changes by providing emotional support.
- The MSFriends program supports 1,000+ callers each month

MSFriends Paired Volunteer

Key Responsibilities:

- Connect over phone or email on a regular cadence/scheduled time with paired individual
- Communicate with Peer Connections Resource Team about problems or needed support
- Refer individuals to the MS Navigator program or crisis support resources as needed

Education & Support:

- Required orientation training, including modules focused on: Welcome to the Society, Difficult Conversations & Crisis Situations and MSFriends: Someone to Listen.
- National MS Society provided on-demand training to familiarize volunteers with the Society and virtual orientation.
- Attend a minimum of 2 Society-led training calls per year.
- Optional support through [Connections Volunteers Facebook group](#).

Qualifications & Time Commitment:

- Connection to MS (living with MS, spouse/support partner, parent, sibling or child w/MS)
- Has personal phone to use for making MSFriends calls
- Has an active email address for communication with Peer Connections Resource Team
- Willingness to maintain a close working relationship with the Peer Connections Resource Team
- Strong listening and communication skills; empathetic listener
- Compassionate, caring, patient nature
- Basic knowledge of multiple sclerosis, symptoms and management
- Ability to empower and motivate participants of the MSFriends program.
- Dedication to the mission of the National MS Society, and a desire to make a difference for those living with MS
- Ability to calmly and effectively manage emergency situations.
- Knowledgeable about Society resources
- Minimum: 1 hour-long conversation per week

Impact:

- Empower individuals to address MS-related life changes through consistent emotional support
- Provide an opportunity for a potentially isolated individuals to build a relationship outside of their normal life circumstances