



National  
Multiple Sclerosis  
Society  
Upper Midwest  
Chapter

Volunteer Job Description  
GROUP FACILITATOR  
*Return this copy to the MS Society*

Supervisor: Community Support Coordinator

Location: Various areas throughout the chapter

Commitment: Minimum of one year

**Primary Duties**

- Provide a free accessible meeting place and see that all room arrangements are made (table, chairs, refreshments...)
- Determine with group members a good day, and time of day to meet. This can be done once a group has been assembled, or before the assembly of the group (mail survey, or informally checking with potential members)
- Provide the National Multiple Sclerosis Society, Minnesota Chapter of meeting place and time so that other members can be made aware of that information.
- Publicize the group meetings on the radio and locally through newspapers.
- Represent the Multiple Sclerosis Society as an agency liaison in your community.
- Open each meeting, greet new members, begin introduction, facilitate discussion and close the meeting.
- Enforce the importance of confidentiality and open and honest communication within the group.
- Inform Area Coordinator of any suggestions, concerns or problems.
- Attend group facilitator training a minimum of one time per year.
- Delegate responsibility of group to members (providing refreshments, sending information to the sponsoring agency...). This will also facilitate a feeling of ownership between group members over the group.
- Maintain positive relationship with the National Multiple Sclerosis Society
- Ask if self-help group members are registered with the National Multiple Sclerosis Society. If not, assist them in becoming registered **OR** inform the member how to contact the National Multiple Sclerosis Society to register.
- Keep attendance records and update mailing list

## **Qualifications and Desired Skills**

Group facilitators of Multiple Sclerosis groups present themselves as role models of the self-help support group concept. Self-help Group facilitators of Multiple Sclerosis Care Partner Groups must have a partner or be the “caregiver” for someone with multiple sclerosis and present themselves as role models of the self-help group concept.

## **Necessary Abilities**

Good communication and listening skills. Understanding, empathy and a commitment to the self-help group, its members, and the National Multiple Sclerosis Society.

## **Screening Procedure**

This screening procedure is for the protection of our clients. All potential volunteers who are working with the Multiple Sclerosis Society where they would have direct contact with Multiple Sclerosis clients must go through the following screening procedures;

- Fill out a volunteer application form;
- Complete a background check;
- Interview with Area Coordinator and/or Support and Counseling Coordinator.

## **Training**

All Self-help group facilitators must participate in one facilitator training annually.

### **Benefits**

Volunteer T-Shirt, quarterly newsletter, and invitation to the annual recognition party.

Out-of-pocket expenses incurred while volunteering will be reimbursed if these expenses are directly related to the running of the self-help group (refreshments, postage, yearly party...).



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## **CONFIDENTIALITY POLICY FOR CHAPTER VOLUNTEERS**

The names, addresses, and telephone numbers of multiple sclerosis clients will remain confidential. No information concerning persons affected by multiple sclerosis will be discussed outside the chapter office or with unauthorized parties. Our mission is to provide services to individuals with MS and their families. Respecting their right to privacy is essential to this mission.

These policies are in accordance with the Federal Privacy Act and all representatives of the National Multiple Sclerosis Society are bound by them. The right to privacy is paramount. However, should it be determined that the individual is in imminent danger to himself or others, the need to assure the safety of the individual(s) must take precedence over the right to privacy.

### **AGREEMENT**

I, \_\_\_\_\_, have read and understood the policies and guidelines of the National Multiple Sclerosis Society regarding Confidentiality. To the degree I may be given access to the identity and details of persons with multiple sclerosis and their families, I will safeguard such information in strict confidence. I also recognize that the Chapter Programs Director or her/his designee provides continuing direction and counsel as to the proper use of confidential information.

Volunteer's Signature: \_\_\_\_\_

Date: \_\_\_\_\_



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### **Waiver Release**

In consideration of your acceptance of this application, I hereby, for myself, my heirs, executors, and administrators, waive and release any and all rights and claims for damages I may have against the National Multiple Sclerosis Society, the support group program, facility or any other persons connected with this program, their agents, representatives, and assigns, for any and all injuries suffered by, or illness to myself resulting from participation in this program.

I have read the above job description and agree to serve as a volunteer in the support group program of the National Multiple Sclerosis Society in accordance with its guidelines.

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Signature

Date

For more information contact Jeff Fisher at the National Multiple Sclerosis Society

1-800-582-5296

(612) 335-7951

[Jeff.Fisher@nmss.org](mailto:Jeff.Fisher@nmss.org)



**National  
Multiple Sclerosis  
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Upper Midwest  
Chapter

Volunteer Job Description  
SELF HELP SUPPORT GROUP LEADER  
*Facilitator copy*

Supervisor: Community Support Coordinator

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Commitment: Minimum of one year

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