



## Volunteer Role Description and Skills Profile

### **Role title: Service Support (Oxygen Operator; Reception/Admin; Physiotherapy Assistant)**

Compass is an independent charity that is run by board of trustees elected by its membership. We have been providing specialist self-management support therapies and activities for over 35 years from our Centre based in Leith, Edinburgh. Our aim is to empower people living with multiple sclerosis and other neurological conditions to make informed decisions about their lives and support them in managing their condition.

Our centre provides a therapeutic hub where clients can access a wide range of services, therapies, advice, and support in a friendly and welcoming environment. Day to day operations involve the delivery of physiotherapy, oxygen therapy, a wide range of complementary therapies, condition specific information, advice, and referrals to partner organisations.

**To enable our Centre to provide a high-quality service we need support – which is where you come in.** From supporting the delivery of our oxygen therapy service, to helping with telephone enquiries, to administration support, this is a varied and fulfilling role. What activities will/could I be involved in? - delivery and supporting oxygen therapy sessions, supporting clients, maintaining our data bases and ad-hoc administrative duties.

### **What skills and abilities will I need to have?**

- A good sense of humour with a flexible and adaptive attitude
- Ability to use own initiative and work unsupervised.
- Basic computer skills including Word & Excel.
- Good communication skills.
- Interest in the charity sector
- Admin or office support experience

**What are the goals and objectives?**

To effectively work with our Centre's staff team, to assist with the smooth running of the Centre's services. Contribute to the smooth operation of the administrative process. Assist our clients with mobility issues, where necessary, contribute to the friendly and caring environment of the Centre.

**How much time should I offer?**

The role requires a minimum of 2 hours per week.

**Is there an induction and training?**

You will receive Induction training when you start, including a tour of the Centre, team, and facilities introductions. We will provide any further specialist training you need to complete the role.

**What ongoing support/guidance will there be?** You will be supported by a dedicated staff member and the rest of the team, with regular catch-up meetings. They will be available to answer questions you may have about your role. Opportunities to meet and network with staff and fellow volunteers during the year.

**What days of the week/time of day would you need me?** you would need to be available during Centre opening hours – exact days are open to discussion/negotiation.

**Where will I be based?** You will be based at our Centre, at 40c Swanfield, Edinburgh.

**What are the benefits to me?** The benefits this role offers include meeting and working with new people; developing new skills and experiences; helping people living with neurological conditions.

**Will my expenses be paid?** We offer to pay volunteers' "out-of-pocket" expenses within agreed guidelines. We have a Volunteers Expenses Policy, which you are welcome to look through before starting your placement.

**What's the next step?** To find out more, please contact Jemma, our Community Engagement Officer on 0131 554 5384 or email [jemma@mstc-lothian.org.uk](mailto:jemma@mstc-lothian.org.uk). Jemma will be happy to discuss the role in more detail with you and answer any questions you may have.

We always welcome volunteer applications.