

Muscular Dystrophy Ireland: Information Line Volunteers **(<https://www.activelink.ie/node/108707>)**



Join Our Team as an Information Line Volunteer!

Would you like to make a meaningful difference in the lives of individuals living with neuromuscular conditions?

Muscular Dystrophy Ireland (MDI) is seeking passionate individuals to join our volunteer team as

Information Line Volunteers

Closing date: 5th of July

Location: Remote

Hours: Flexible hours within 10am-4pm, Monday to Friday (minimum 5 hours per week)

Reporting to: Information Line Manager

About the Role:

MDI's Information Line is a recent addition to our range of support services, offering valuable assistance and guidance to our members and their families. As an Information Line Volunteer, you'll be instrumental in delivering this essential service, providing help to individuals with their enquiries via phone, clinics, and online forms. Your role is pivotal in ensuring that our community receives the support and information they need to navigate the challenges of living with neuromuscular conditions.

Main Duties:

- Obtain relevant information from members in relation to their enquiries
- Collaborate with MDI staff to address enquiries that require further assistance
- Attend training sessions and peer review sessions as organised by the volunteer coordinator
- Ensure calls and emails are logged using the Customer Relationship Management (CRM) system and directed to the appropriate MDI staff member
- Maintain confidentiality of service user data

What We Offer:

- Opportunity to gain valuable experience and make a positive impact
- Training and ongoing support provided
- MDI email provided for volunteer use

Requirements and Skills

Required:

- Excellent administration, time management, and organisational skills
- Strong multitasking abilities
- Proven ability to work both independently and as part of a team
- Exceptional communication skills and attention to detail

Desirable:

- Experience with CRM databases
- Previous volunteering experience
- Familiarity with MDI and it's mission

Interested in joining our team?

Please see Application Form attached below.

Region

Remote

Date Entered/Updated

4th Jun, 2024

Expiry Date

5th Jul, 2024

Attachment	Size
MDI volunteer-application-form.doc	432 KB

Source URL: <https://www.activelink.ie/community-exchange/volunteering/108707-muscular-dystrophy-ireland-information-line-volunteers>