



## **User Information Panel Reviewer Volunteer**

The MSA Trust provides a wide variety of factsheets, guides and leaflets for people affected by MSA and healthcare professionals. To make sure all our information materials are of a high standard we put each one through an accreditation process. Part of this process involves feedback from users in our community. Our User Information Panel is made up of volunteers with experience of MSA who review our information materials for usability, content and accuracy.

This volunteer role gives you the chance to be actively involved in an important part of our work and to contribute to the information provided to people affected by MSA.

### **What the role involves**

- Reading information materials provided by the Trust's information team. This can include factsheets, guides, leaflets, webinars or webpages.
- Giving comments and feedback on the materials as requested. This will be no more than three documents a year.
- Completing a 'User Review Form' for each information material and returning this to the Trust.
- Responding to communications from staff.

### **What skills are needed?**

- Experience of MSA as a person with a diagnosis, carer or family member, or other experience of MSA e.g. in a health care professional capacity.
- Knowledge of MSA and the impact it can have on day-to-day life.
- Able to read and understand written information and write a simple report with comments.
- Attention to detail when reading information, so you can spot mistakes or issues.
- Able to stick to agreed timelines for reading information and returning feedback.
- A positive, can-do attitude
- An understanding of how important quality information is for people affected by MSA.

### **What you can expect from us**

- A named role manager to support you.
- The chance to contribute to the Trust's highly valued information materials.
- Induction and training to make sure you feel confident in your role.
- Being a valued member of our volunteer team
- To gain experience in proof-reading and giving feedback
- Ongoing communications, including news about volunteering opportunities, volunteer newsletters and a free MSA News magazine.

### **What we ask of you**

- To respond promptly to communications from your role manager or the information staff team
- Agree deadlines with staff and return feedback and comments on time.
- To let staff know as soon as possible if you are not able to meet deadlines.

- To ask questions or seek support from your role manager if you need to
- Be honest but respectful when reviewing information.

If you have any questions about this role, please email [volunteer@msatrust.org.uk](mailto:volunteer@msatrust.org.uk)