

Ambassador welcome pack



Welcome to the Overcoming MS team!

A message from Linda Bloom

President of the Overcoming MS charity:

Thank you for joining Overcoming MS as an Ambassador. Our Circles Community is at the heart of what we do and you joining to offer support, information and encouragement to people living with MS in your local community is much appreciated and will be hugely valued by so many.

I established the Overcoming MS charity in 2012, having previously attended a retreat held by Professor George Jelinek following my own MS diagnosis in 2002. After adopting the Overcoming MS Program myself and seeing the transformational effect it had on my own health, I felt a responsibility to share the Overcoming MS Program and its powerful message of realistic hope with others. I strongly believe that every person diagnosed with MS deserves to know about the Overcoming MS Program, be empowered by the hope it offers and feel supported by our community. Our reach is now global and exceeds 20,000 people affected by MS worldwide.

The Overcoming MS Board of Trustees and our dedicated team truly value the work of our Ambassadors – you are what helps make our community so special.

By empowering our Circle members to take control of their own lives through the Overcoming MS Program, together we can show that living a full and happy life with MS is possible. Many say that being an Ambassador is extremely rewarding and with the support from our fantastic Overcoming MS team, I have no doubt that you will inspire and motivate many people living with MS.

With much gratitude,

Linda





A message from Dowshan Humzah

Chair of the Board at Overcoming MS:

Welcome to the Overcoming MS team! On behalf of the Board, our colleagues and volunteers, I thank you for joining us as an Ambassador; supporting the Overcoming MS community and those affected by MS.

The value that you bring by sharing your insight and experience of how living well with MS is possible will help, especially your local community members in better taking control and having a more fulfilling life.

I'm sure you will agree that everyone's journey with MS is different; however, what is remarkable about Overcoming MS is that it can offer simple yet effective ways of taking control and self-management. This is the beauty and magic of Overcoming MS: the emphasis and impact on providing hope and optimism for people affected by Multiple Sclerosis. This is needed now more than ever as we emerge from the pandemic and healthcare systems globally continue to be overburdened.

You and our Ambassadors are an essential part of this by empowering our Circle members to understand and benefit from the Overcoming MS Program.

Once again, on behalf of myself, the Board and wider Overcoming MS team, I thank you and wish you the very best on your Ambassador journey.

Dowshan



How to apply for an Ambassador role



1.

Apply online

by filling out an initial questionnaire with your details and why you want to become an Ambassador.

2.

Have a call

with the Community Engagement team where you can find out more about the role and discuss why you feel you would be suited to be an Ambassador

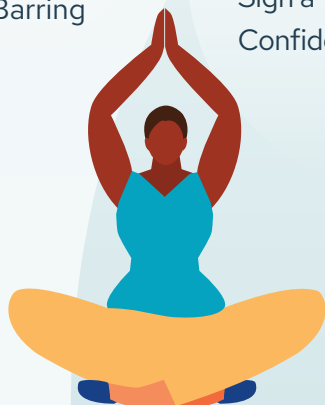


See below for the steps involved in becoming one of our amazing Ambassadors.

3.

Provide a reference

Provide a personal and professional reference, and for UK applicants complete a Disclosure and Barring Services check.



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4.

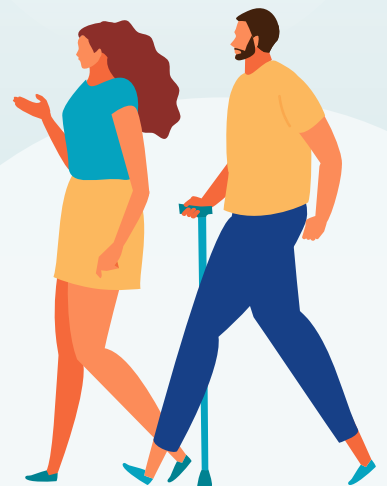
Sign an agreement

Sign a Volunteer and Confidentiality agreement

5.

Welcome on board!

Once you have completed these steps you will receive full training to get started.



overcomingms.org

What is it like being an Ambassador?

Falk is one of our fantastic Ambassadors of the Germany – Munich Circle. He kindly shared his story with us.



What was your situation before you became an Ambassador?

I started following the Overcoming MS Program in 2018 after trying different approaches with my MS. I came across the Overcoming MS approach after seeing it referenced in the writings of another community member and finally found something that could change my life. I decided to attend a Circle meeting and never thought it was possible to meet so many people with a positive attitude to their MS, they were so optimistic about the future.

Why did you become an Ambassador?

During the last four years of following the Program, Overcoming MS has dramatically changed my life and improved my wellbeing. I am so grateful to the two Ambassadors who helped me understand the Program and empowered me to stick to it. When they stepped down, it was clear to me that it was now my turn to give something back and provide the same support to other community members that I received.

What does a regular week/month look like as an Ambassador?

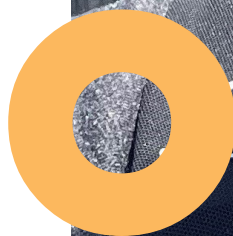
The Ambassador role is not too time consuming! My main role is to approve new Circle members, welcome them to the group and offer any help and support they may need. During the pandemic, we had bi-weekly online meetings which are a great opportunity to discuss experiences with the Overcoming MS Program. It is important to me as an Ambassador to allow others to contribute to the group and I am really looking forward to in-person meetings when possible, to see how others would like to contribute.

What do you most enjoy about being an Ambassador?

The greatest moments are when I witness the improvement in wellbeing and confidence amongst the Circle members when they have been following the Program for some time. It is important to note that it does not happen with everybody automatically but it can happen to the majority.

What advice would you give to new Ambassadors?

Becoming an Overcoming MS Ambassador is a great opportunity to give something back and support people in one of the most crucial situations of their lives. From my experience, the most important traits to have are patience and trust, patience with yourself and others as well as trust in the Program and in the future.





How to grow your Circle group

Here are just a few ideas to help grow your Circle and reach out to your Overcoming MS community.

1.



Support people living with MS and following the Overcoming MS Program

2.

Share Overcoming MS resources – podcast, newsletter, webinars, events

3.

Organise talks in your local community



4.



Speak with the local Healthcare Professionals in your area

5.

Speak with other MS charities



6.

Share your story on social media



FAQs

(Frequently Asked Questions)

What is an Overcoming MS Ambassador?

An Overcoming MS Ambassador is somebody living with MS and is the main point of contact for your local Circle and supporting people on their Overcoming MS journey.

They volunteer as local hosts in their community, organising virtual or in-person meet ups to provide support, encouragement and share their own experience to give hope to others. An Ambassador has experience of following the Overcoming MS Program and actively encourages others to take the first step in self-managing their MS.





I'm interested in being an Ambassador but I don't think I have the time. What can I do?

The great thing about being part of the Ambassador programme is that it's very flexible. Our Ambassadors can arrange weekly, bi-weekly or monthly meetings with their Circle either online or in-person. For Ambassadors who would like to become more involved they can hold coffee meetings, take part in peer support groups or fundraising activities, or even arrange a get together over some Overcoming MS friendly food. It is entirely your choice and you can run your Circle group in whatever way you feel is best. Overcoming MS are on hand to provide whatever support you may need to organise your group.

“
We meet at parks, restaurants or even our local Vineyard. It's really nice to get together with others who are supportive and encouraging.”

– **Vickie Hadge, USA**
Connecticut Ambassador

I've been following the Program for some time but still experience some ongoing symptoms. Can I still be an Ambassador?

Overcoming MS are an inclusive organisation and can appreciate and respect where people may be on their Overcoming MS journey. What we look for is warm and encouraging personalities who are passionate about connecting and supporting other community members and spreading awareness of the Overcoming MS Program in their local community.

How would I support a Circle member who finds some aspects of the Overcoming MS Program difficult to engage with?

Overcoming MS are an inclusive and diverse community, which both welcomes and gives a voice to the experience of each individual. Part of the role of an Ambassador is to welcome people wherever they are on their Overcoming MS journey whilst remaining empathetic to the challenges that people might face in following the Overcoming MS Program.



FAQs

(Frequently Asked Questions continued)

What if I don't want to attend an in-person meet up alone?

Family members, partners and friends are always welcome to join you at Circle meetups. We believe this can be beneficial for them as well as it can give them a better understanding of the group and meet others in similar situations. Most Circles are also pet friendly too, as long as everyone is happy with this.

Where will new members join from?

Once someone in your local community requests to join your Circle, you will receive a notification/email allowing you to accept them into your group. We also recommend talking to other MS charities, MS Therapy Centres and even family and friends. Once you're up and running we can also put you into contact with other Ambassadors in your region who may have Circle members closer to you which can then allow your group to grow.

Can I become an Ambassador of an existing Circle?

Yes, it is a popular option for a Circle group to have co-Ambassadors where you can discuss ideas, share the responsibility of the role with another person and have that extra support if needed.

How would I support a Circle member who does not engage as much as others?

It is completely normal in your Circle to have some members who are more active and others who may only touch base with you every so often. We find that some community members who might be at the start of their Overcoming MS or even MS journey like to join to find out what we do and how we can support them.



What opportunities are available for me as an Ambassador?

As well as the skills you will learn as part of your Ambassador role, which include facilitating groups and organising meet ups, Overcoming MS are dedicated to your development. This may be through specific training or even a chance to go into your local community to speak at events, we want you to feel as comfortable and prepared as possible within your role.

What support can I get from Overcoming MS as an Ambassador?

You will be fully supported in your role as an Ambassador through 1-2-1 catch ups with the Community Engagement team, as well as Ambassador catch-ups which is your chance to meet (virtually) other Ambassadors worldwide to discuss your role and to catch-up with the Overcoming MS team. We have lots of exclusive webinars, trainings and many chances for you to be involved in other projects we run, at your convenience. Overcoming MS are here to help you in any way we can so that you feel as supported as possible.

“

When I joined last year, we had 10 members. Now we have 30 members and I am really excited that our Circle is growing!”

– **Ingrid Adelsberger,**
Global Ambassador



Who to contact

Hello Ambassadors!

Thank you so much for your commitment to Overcoming MS, we are so happy you have decided to join us as an Ambassador!

We can't wait for you to get your Circle started and are sure you have lots of brilliant ideas, everyone at Overcoming MS is happy to support you as much as possible.

We will be your main point of contact here at Overcoming MS for anything you may wish to discuss with us which can be about your Circle, your role or even if you just want a chat – we're here for you and wish you every success in being an Ambassador.



Dana Roberts

**Community and Events
Coordinator**

Get in touch

ambassadors@overcomingms.org



Useful links

We encourage you to use social media to promote Overcoming MS. You can find and follow us here:



The Overcoming MS policies for volunteers include:

[Volunteer Policy](#)

[Equality, Diversity and Inclusion Policy](#)

[Privacy Policy](#)

[Safeguarding Policy](#)

You can find these, the rest of our policies and key documents in our Volunteer Portal in the Live Well Hub (which you will be added to once you have been onboarded).



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