



Helpline Volunteer Welcome and induction checklist

Welcome!

And thank you, we hope you enjoy your role. It's really important that you have an opportunity to find out about our work, the policies in place to support you and the resources that will be essential to you.

How to use this checklist

This checklist gives you some helpful pointers for settling into your role.

You can tick off each task as you go along. There is space for you to write any questions you might have as you complete it. The Sources of support below shows you who to ask for more information.

It's recommended you complete your induction as soon as you can, particularly resources listed under 'Welcome' and 'My mandatory learning'. This checklist will help you get started in your role but how long it will take depends on your availability.

Key



Action



Top tips

Sources of support



The Senior Helpline Support Officer - Volunteers is your staff contact and is here to support you in your role and answer your questions about what you'll be doing and your learning.



The Supporter Care Team is your point of contact for queries to MS Society departments. They can signpost you to the right person:

volunteers.mssociety.org.uk/supporter-care-team



Other staff who can support you are listed on our volunteer website:

volunteers.mssociety.org.uk/staff-contacts



The MS Helpline Service Guidelines is a manual of the Helpline service and covers everything you need to know about the Helpline. It will be given to you before training begins.



The Helpline Volunteer Training Workbook outlines your training modules and learning objectives. It includes pre-coursework for you to complete before each training session. There's also space for you to reflect on what you've learnt. It will be sent to you by the Helpline team before training begins.



The Helpline holds a yearly event for the Helpline team to meet together for learning and team building activities.

Welcome

Aim	Methods	Any questions?
<input type="checkbox"/> I've agreed the tasks and activities I'll be doing with the person who recruited me	 Discuss your role and agree which tasks you will be taking on: volunteers.mssociety.org.uk/helpline-volunteer	
<input type="checkbox"/> I'm aware of what learning and development opportunities are available to me	 Discuss with your staff contact what skills you would like to develop as part of your role and what are key priorities for your role induction.	
<input type="checkbox"/> I've watched our welcome video and read our welcome booklet	 Watch our Welcome video and read our Welcome booklet on the volunteer website: volunteers.mssociety.org.uk/welcome-ms-society	
<input type="checkbox"/> I know what we're striving to achieve	 Watch our Strategy video to find out more about the organisational goals we are all working to: mssociety.org.uk/about-us/our-strategy	

<input type="checkbox"/> I'm aware of our Code of Conduct and how to represent the MS Society	 <p>Visit Representing the MS Society on our volunteer website: volunteers.mssociety.org.uk/representing-ms-society</p>	
<input type="checkbox"/> I know the range of policies we have in place and where to find them	 <p>Visit Policies and key documents on our volunteer website. Find out the range of policies we have in place and what they cover: volunteers.mssociety.org.uk/policies</p>  <p>See what policies you must have read and understood as part of your role in 'My mandatory learning.'</p>	
<input type="checkbox"/> I've read our expenses policy and I know how to claim expenses	 <p>Read our expenses policy to find out how to claim expenses and what for. Fill in your expenses claim form.</p> <p>Policy: volunteers.mssociety.org.uk/resources/1855</p> <p>Expenses claim form: volunteers.mssociety.org.uk/resources/376</p>	

My mandatory learning

Aim	Methods	Any questions?
<input type="checkbox"/> I am fully trained and feel confident to volunteer on the Helpline	<p>Our Helpline Volunteer role is highly specialised and you'll need to attend our Helpline training course.</p> <p> Complete your pre-session exercises. These will be sent to you before your training begins.</p> <p> Attend our two-day face to face course, our eight weekly telephone sessions and two listening-in shifts.</p>	
<input type="checkbox"/> I know how to access and handle data so it's kept safe and secure, and only for the purpose(s) agreed	<p>You need to make sure the personal data you hold is processed in line with the Data Protection Act.</p> <p> Read the MS Society data protection policy and Handling data on our volunteer website. Discuss how to handle data safely and securely, and only for the purpose(s) agreed with your staff contact.</p> <p>Policy: volunteers.mssociety.org.uk/resources/861</p>	

	<p>Handling data: volunteers.mssociety.org.uk/handling-data</p>	
<input type="checkbox"/> I know how to report a safeguarding concern	<p>It's important you feel confident you know how to recognise and report a safeguarding concern.</p> <p> Read Safeguarding and our policies (for England and Wales, Northern Ireland and Scotland) on our volunteer website. Find out what constitutes a safeguarding concern and how to report it: volunteers.mssociety.org.uk/safeguarding</p>	
<input type="checkbox"/> I understand and agree with our commitment to treating others fairly, according to their needs	<p>It's important our services are relevant, inclusive and accessible to all and to prevent any form of discrimination.</p> <p> Read our Equal opportunities and inclusion policy and our Diversity position statement. Speak to your staff contact about how to ensure everyone accessing the Helpline is treated fairly.</p> <p>Equality opportunities and inclusion policy: volunteers.mssociety.org.uk/resources/366</p>	

	Diversity position statement: volunteers.mssociety.org.uk/resources/367	
<input type="checkbox"/> I understand and agree with our commitment to keeping information given to us private	<p>We all have responsibility for keeping information given to us private and not break confidentiality.</p> <p> Read our Confidentiality statement and find out how to ensure information you are given remains confidential: volunteers.mssociety.org.uk/resources/393</p>	

Induction to my role and responsibilities

Aim	Methods	Any questions?
<input type="checkbox"/> I know how the Helpline is run, opening hours, contact details and other key information	<p>Read the MS Helpline service guidelines which will be given to you before training begins.</p> <p> Practise giving information about the Helpline and ask your staff contact if you're unsure about any aspect of the service.</p>	

Learn as you go

Aim	Methods	Any questions?
<input type="checkbox"/> I know which publications and services to signpost our service users to	 Read our publications and identify which ones to send to our service users.  Use the Helpline signposting checklist and ask your staff contact if you have any questions.	

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