



Activities Volunteer welcome and induction checklist

Welcome!

And thank you, we hope you enjoy your volunteering with us.

How to use this checklist


This checklist gives you some pointers for settling into your role and finding out about our work, the policies and resources in place to support you.


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


We recommend you complete your induction as soon as you can. This checklist will help you get started in your role but how long it takes to complete will depend on your availability.


Key	 Action	 Top tips
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Sources of support

 Your Coordinating Team is responsible for the group's finances, planning services and activities, making decisions and dealing with problems. Contact your Group Coordinator in the first instance, they lead the team and are here to support you.

 If your Group Coordinator isn't able to help, your Local Networks Officer (LNO) is the key staff contact for local groups: volunteers.mssociety.org.uk/local-networks-team

 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

 Speaking to volunteers from other groups can be another source of support. This is something you could organise

yourself or by attending meetings organised by your LNO which bring together other groups and volunteers.



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

volunteers.mssociety.org.uk/staff-support



Upcoming health and safety workshops are posted on our volunteer website:

volunteers.mssociety.org.uk/events








Our **Group Handbook** offers guidance on the practices and procedure groups should follow:

volunteers.mssociety.org.uk/group-handbook



Welcome



Aim	Methods	Any questions?
<input type="checkbox"/> I'm clear about what I'll be doing	 Agree which tasks you'll be taking on with the person who recruited you: volunteers.mssociety.org.uk/activities-volunteer  Refer to your brief for more information.	
<input type="checkbox"/> I can talk about what it's like to volunteer for us	 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 MS is, and I am able to explain how it affects different people in different ways	<p>Everyone experiences MS differently. We have listened to what people affected by MS have told us. Find out more.</p>  Watch the What is MS Video and read about it on the MS Society website: mssociety.org.uk/what-is-ms	


Aim	Methods	Any questions?
<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	 Visit Representing the MS Society on our volunteer website: volunteers.mssociety.org.uk/representing-ms-society	
<input type="checkbox"/> I can find the policies in place to support us	 To find out the range of policies we have and what they cover, visit Policies and documents : volunteers.mssociety.org.uk/policies  See what policies you must read and understand as part of your role in 'My mandatory learning' below.	
<input type="checkbox"/> I know how to claim my expenses	 Read our Expenses policy to find out how to claim expenses and what for. You'll need to fill in your Expenses claim form . Policy: volunteers.mssociety.org.uk/resources/1855	

	Expenses claim form: volunteers.mssociety.org.uk/resources/376	
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My mandatory learning



Aim	Methods	Any questions?
<input type="checkbox"/> I can access and handle everyone's data so their personal details are kept safe	<p>You need to make sure the personal data you handle is processed in line with the Data Protection Act.</p> <p> Discuss how to handle data safely and securely, and only for the purpose(s) agreed with the Coordinating Team. Read the MS Society data protection policy and Handling data for more information.</p> <p>Policy: volunteers.mssociety.org.uk/resources/861</p> <p>Handling data: volunteers.mssociety.org.uk/handling-data</p>	
<input type="checkbox"/> I can make sure I keep myself and others safe	<p>We're committed to providing a safe environment for everyone.</p> <p> Discuss with the volunteer(s) responsible for organising the event how to ensure your safety and the safety of participants on the day.</p>	

<p><input type="checkbox"/> I understand and agree with our commitment to treating others fairly, according to their needs</p>	<p>We're committed to offering services and activities that are inclusive and accessible to everyone, preventing any form of discrimination.</p> <p> Talk to the volunteer(s) responsible for organising services and activities about how we can meet our commitment. Read our Equal opportunities and inclusion policy and our Diversity position statement.</p> <p>Equality opportunities and inclusion policy: volunteers.mssociety.org.uk/resources/366</p> <p>Diversity position statement: volunteers.mssociety.org.uk/resources/367</p>	
<p><input type="checkbox"/> I know how to ensure people who attend our activities have access to appropriate personal care</p>	<p>We want to make sure people who attend our activities have access to the personal care they need.</p> <p> Find out what personal care is, who should provide it and how you can help ensure people with MS can fully participate in our activities. Read Personal care, our policy and guidance on our volunteer website: volunteers.mssociety.org.uk/personal-care</p>	

<input type="checkbox"/> I know how to report a safeguarding concern	<p>Abuse is rare. As a national charity, we must follow up on any concerns. You need to know our procedure on how to report a concern.</p> <p> To find out more, visit Safeguarding, where you can:</p> <ul style="list-style-type: none"> • Watch our online presentation • Read the Policies (for England and Wales, Northern Ireland and Scotland) <p>volunteers.mssociety.org.uk/safeguarding</p>	
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Induction to my role and responsibilities

Aim	Methods	Any questions?
<input type="checkbox"/> I am confident talking about the services and activities the group offers	<p> Meet with volunteers in the group to find out what they offer.</p>	
<input type="checkbox"/> I am confident viewing, adding and editing services activities on the Portal (if relevant)	<p>The Portal is an online platform that enables you to access and share information about the services and activities your group delivers.</p> <p> If you're planning to use the Portal, find out more about it. volunteers.mssociety.org.uk/portal</p>	

	<p> Once you have a log in, use the Portal to view and share information. If you have any questions, contact the Supporter Care Team.</p> <p> You need to complete our data protection course to access the Portal.</p>	
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If you have any feedback about this checklist, please email volunteering@mssociety.org.uk

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