



# Shop 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

## 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 shop has one, you'll also be supported by a Shop Manager. This could be a member of staff, or one or several volunteers leading on the management and upkeep of the shop.



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](http://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](https://volunteers.mssociety.org.uk/supporter-care-team)



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






[volunteers.mssociety.org.uk/staff-support](https://volunteers.mssociety.org.uk/staff-support)








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

[volunteers.mssociety.org.uk/group-handbook](https://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: <a href="https://volunteers.mssociety.org.uk/shop-volunteer">volunteers.mssociety.org.uk/shop-volunteer</a>  Refer to your brief for more information.	
<input type="checkbox"/> I'm aware of what learning and development opportunities are available	 Discuss with the person who recruited you what learning opportunities are available.	
<input type="checkbox"/> I can talk about what it's like to volunteer for us	 Watch our <a href="#">Welcome Video</a> and read our <a href="#">Welcome booklet</a> : <a href="https://volunteers.mssociety.org.uk/welcome-ms-society">volunteers.mssociety.org.uk/welcome-ms-society</a>	
<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 <a href="#">What is MS Video</a> and read about it on the MS Society website: <a href="https://mssociety.org.uk/what-is-ms">mssociety.org.uk/what-is-ms</a>	

Aim	Methods	Any questions?
<input type="checkbox"/> I know what we're striving to achieve	 <p>Watch <b>Our Strategy Video</b> to find out more about the organisational goals we are all working to:  <a href="https://mssociety.org.uk/about-us/our-strategy">mssociety.org.uk/about-us/our-strategy</a></p>	
<input type="checkbox"/> I'm aware of our Code of Conduct and how to represent the MS Society	 <p>Visit <b>Representing the MS Society</b> on our volunteer website:  <a href="https://volunteers.mssociety.org.uk/representing-ms-society">volunteers.mssociety.org.uk/representing-ms-society</a></p>	
<input type="checkbox"/> I can find the policies in place to support us	 <p>To find out the range of policies we have and what they cover, visit <b>Policies and documents</b>:  <a href="https://volunteers.mssociety.org.uk/policies">volunteers.mssociety.org.uk/policies</a></p>  <p>See what policies you must read and understand as part of your role in 'My mandatory learning' below.</p>	
<input type="checkbox"/> I know how to claim my expenses	 <p>Read our <b>Expenses policy</b> to find out how to claim expenses and what for. You'll need to fill in your <b>Expenses claim form</b>.</p> <p>Policy:  <a href="https://volunteers.mssociety.org.uk/resources/1855">volunteers.mssociety.org.uk/resources/1855</a></p>	


	Expenses claim form: <a href="http://volunteers.mssociety.org.uk/resources/376">volunteers.mssociety.org.uk/resources/376</a>	
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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	 Discuss with the person(s) responsible for managing the shop what services and activities are offered by the local group.	
<input type="checkbox"/> I am confident in doing the tasks and activities I've agreed	Shortly after you start, you'll be supported to complete a relevant property induction form. This will be organised by the person(s) responsible for managing the shop.	
<input type="checkbox"/> I am confident viewing, adding and editing services and 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>  If you're planning to use the Portal, find out more about it. <a href="http://volunteers.mssociety.org.uk/portal">volunteers.mssociety.org.uk/portal</a>  Once you have a log in, use the Portal to view and share information. If you have any questions, contact	

	<p>the Supporter Care Team.</p> <p> You need to complete our data protection course to access the Portal.</p>	
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## My mandatory learning

Aim	Methods	Any question?
<p><input type="checkbox"/> I can handle everyone's data so their personal details are kept safe</p>	<p>If you're handing out Gift Aid forms, 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 <a href="#">MS Society data protection policy</a> and <a href="#">Handling data</a> for more information.</p> <p>Policy: <a href="https://volunteers.mssociety.org.uk/resources/861">volunteers.mssociety.org.uk/resources/861</a></p> <p>Handling data: <a href="https://volunteers.mssociety.org.uk/handling-data">volunteers.mssociety.org.uk/handling-data</a></p>	

<input type="checkbox"/> I can keep myself and our visitors safe	<p>We're committed to providing a safe environment for all involved with us.</p>  <p>Discuss with the person(s) responsible for managing the shop how to ensure your safety and the safety of visitors. Visit <b>Health and safety basics</b> on our website and read our policy: <a href="http://volunteers.mssociety.org.uk/health-and-safety-basics">volunteers.mssociety.org.uk/health-and-safety-basics</a></p>	
<input type="checkbox"/> I understand and agree with our commitment to treating others fairly, according to their needs	<p>We're committed to offering services that are relevant, inclusive and accessible to everyone, preventing any form of discrimination.</p>  <p>Discuss with other volunteers how we can meet our commitment. Read our <b>Equal opportunities and inclusion policy</b> and our <b>Diversity position statement</b> for more information.</p> <p>Equality opportunities and inclusion policy: <a href="http://volunteers.mssociety.org.uk/resources/366">volunteers.mssociety.org.uk/resources/366</a></p> <p>Diversity position statement: <a href="http://volunteers.mssociety.org.uk/resources/367">volunteers.mssociety.org.uk/resources/367</a></p>	

<input type="checkbox"/> I know how to raise a concern about malpractice, such as fraud or mismanagement	<p>Malpractice is rare but any concerns must be reported and you need to know our procedure for whistleblowing.</p> <p> Read our <a href="#">Whistleblowing policy</a>. Find out what malpractice includes, and how to decide what is a concern and how to raise it  <a href="http://volunteers.mssociety.org.uk/resources/865">volunteers.mssociety.org.uk/resources/865</a></p>	
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If you have any feedback about this checklist, please email [volunteering@mssociety.org.uk](mailto:volunteering@mssociety.org.uk)

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