



# Administration 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, particularly resources listed under 'Welcome' and 'My mandatory learning'. 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 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](http://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](https://volunteers.mssociety.org.uk/staff-support)



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






[volunteers.mssociety.org.uk/events](https://volunteers.mssociety.org.uk/events)








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/administration-volunteer">volunteers.mssociety.org.uk/administration-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 skills you would like to develop and what your priorities are for induction.	
<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> on the volunteer website: <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 our <a href="#">Strategy Video</a> 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 <a href="#">Representing the MS Society</a> 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 <a href="#">Policies and documents</a>:  <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 <a href="#">Expenses policy</a> to find out how to claim expenses and what for. You'll need to fill in your expenses claim form.</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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## My mandatory learning

Aim	Methods	Any questions?
<input type="checkbox"/> I know how to 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 <a href="#">MS Society data protection policy</a> and <a href="#">Handling data</a> for more information.</p> <p>Policy: <a href="http://volunteers.mssociety.org.uk/resources/861">volunteers.mssociety.org.uk/resources/861</a></p> <p>Handling data: <a href="http://volunteers.mssociety.org.uk/handling-data">volunteers.mssociety.org.uk/handling-data</a></p> <p> Watch out for our upcoming data protection eLearning.</p>	

Aim	Methods	Any questions?
<input type="checkbox"/> I know how to access and use the Portal	<p>The Portal is an online platform that enables you to access membership and volunteers' data, and share information about the services and activities you deliver.</p> <p> Find out about the Portal: <a href="https://volunteers.mssociety.org.uk/portal">volunteers.mssociety.org.uk/portal</a></p> <p> You need to complete our data protection course to access the Portal</p>	
<input type="checkbox"/> I can use our events risk management systems and our events guidance (if relevant)	<p>We're committed to providing a safe environment for everyone. If you're organising a meeting or event, you must be familiar with our health and safety policy and risk management system.</p> <p> Discuss and plan with your Group Coordinator how to implement any actions and complete all checks. Visit <a href="#">Our Health and safety basics</a> and <a href="#">Our Events risk management system</a> for more information.</p> <p>Health and safety basics (including policy): <a href="https://volunteers.mssociety.org.uk/health-and-safety-basics">volunteers.mssociety.org.uk/health-and-safety-basics</a></p>	

	<p>Our events risk management system:  <a href="http://volunteers.mssociety.org.uk/events-risk-system">volunteers.mssociety.org.uk/events-risk-system</a></p> <p> Watch out for our health and safety events risk management workshops. Your LNO will let your group know when there's one in your area</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 relevant, inclusive and accessible to all, preventing any form of discrimination.</p> <p> Talk to your Coordinating Team about how we can meet our commitment. Read our <a href="#">Equal opportunities and inclusion policy</a> and our <a href="#">Diversity position statement</a> 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>	

## 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	 Meet with volunteers in the group to find out what they offer.	

## Learn as you go

Aim	Methods	Any questions?
<input type="checkbox"/> I know how to access the group's email	 Find out how to by visiting <b>The MS Society email</b> on our volunteer website: <a href="http://volunteers.mssociety.org.uk/MS-Society-email">volunteers.mssociety.org.uk/MS-Society-email</a>	
<input type="checkbox"/> I know how to use our brand and where to find templates	 Visit <b>Using our brand</b> on our volunteer website: <a href="http://volunteers.mssociety.org.uk/using-our-brand">volunteers.mssociety.org.uk/using-our-brand</a>   This page includes information and a user guide to Web to Print, our online tool for creating newsletters, posters and stationary.	



Aim	Methods	Any questions?
<input type="checkbox"/> I am confident using our Quality Standards and know where to find a template of our Service Level Agreements (SLA)	 <p>Discuss with your Coordinating Team whether and how you might use quality standards. Visit <a href="https://volunteers.mssociety.org.uk/quality-standards">Quality Standards</a> for more information: <a href="https://volunteers.mssociety.org.uk/quality-standards">volunteers.mssociety.org.uk/quality-standards</a></p>	

If you have any feedback about this checklist, please email [volunteering@mssociety.org.uk](mailto:volunteering@mssociety.org.uk)

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