



Forum Moderator 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



The Forum Officer is your staff contact and is here to support you, answer questions about what you'll be doing, your learning and where you can get more information. You can contact the Forum Officer at communityteam@mssociety.org.uk












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

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/forum-moderator  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 : 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	 <p>Watch Our Strategy Video to find out more about the organisational goals we are all working to: mssociety.org.uk/about-us/our-strategy</p>	
<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 can find the policies in place to support us	 <p>Find out the range of policies we have in place and what they cover. Visit Policies and documents: volunteers.mssociety.org.uk/policies</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 (if relevant)	 <p>Read our Expenses policy to find out how to claim expenses and what for. You'll need to 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> <p> We don't cover phone or broadband costs.</p>	
<input type="checkbox"/> I know how to keep up to date with MS news relevant to my role	<p> Find out about the latest news on our main website: mssociety.org.uk/ms-news</p>	


My mandatory learning

Aim	Methods	Any questions?
<input type="checkbox"/> I can handle everyone's data so their 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 your staff contact. 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>	

Aim	Methods	Any questions?
<input type="checkbox"/> I will keep personal information given to me private	<p>We're all responsible for ensuring confidentiality.</p> <p> Read our Confidentiality statement for more information: volunteers.mssociety.org.uk/resources/393</p>	
<input type="checkbox"/> I understand the importance of treating everyone with equal respect	<p>We're committed to making sure our information, services, campaigns and awareness activities are relevant, inclusive and accessible to everyone, preventing any form of discrimination.</p> <p> Discuss with your staff contact how we can meet our commitment. Read our Equal opportunities and inclusion policy and our Diversity position statement for more information.</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>	

<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 about how our members should behave on our Forums	<p>Your staff contact will give you our Community Guidelines when you start volunteering.</p> <p> Read our Community Guidelines. Ask your staff contact if you need more information.</p>	

If you have any feedback about this checklist, please email volunteering@mssociety.org.uk

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