



# Fundraising 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 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.

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](https://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)



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)









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/fundraising-volunteer">volunteers.mssociety.org.uk/fundraising-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> : <a href="https://volunteers.mssociety.org.uk/welcome-ms-society">volunteers.mssociety.org.uk/welcome-ms-society</a>	



Aim	Methods	Any questions?
<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> <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></p>	
<input type="checkbox"/> I know what we're striving to achieve	<p> Watch <a href="#">Our 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 <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> <p>Expenses claim form:  <a href="https://volunteers.mssociety.org.uk/resources/376">volunteers.mssociety.org.uk/resources/376</a></p>	
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## My mandatory learning


Aim	Methods	Any question?
<input type="checkbox"/> I can apply fundraising standards to our fundraising activities	<p>We're committed to ensuring all fundraising activities organised on behalf of or in aid of the MS Society meet external fundraising standards and legal requirements.</p>  <p>Find out about fundraising standards in our online presentation and use our <b>Fundraising standards action plan</b>. Access these on <b>Our fundraising standards</b>:  <a href="https://volunteers.mssociety.org.uk/our-fundraising-standards">volunteers.mssociety.org.uk/our-fundraising-standards</a></p>	

Aim	Methods	Any question?
<input type="checkbox"/> I know how to 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 <b>MS Society data protection policy</b> and <b>Handling data</b> 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 use our risk management systems and our events guidance	<p>We're committed to providing a safe environment for everyone. You must be familiar with our health and safety policy, events risk management systems and events guidance.</p> <p> Discuss and plan with your Fundraising Group Coordinator how to implement any actions and complete all checks. Read <b>Health and safety basics</b> and <b>Our events risk management system</b> for more information.</p>	


Aim	Methods	Any question?
	<p>Health and safety basics (including policy):  <a href="http://volunteers.mssociety.org.uk/health-and-safety-basics">volunteers.mssociety.org.uk/health-and-safety-basics</a></p> <p>Our events risk management systems and our events guidance:  <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> You are responsible for making sure Volunteers you're coordinating are briefed on health and safety on the day of an event.</p>	

Aim	Methods	Any question?
<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 and activities that are relevant, inclusive and accessible to everyone, preventing any form of discrimination.</p> <p> Discuss with the Coordinating Team 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="https://volunteers.mssociety.org.uk/resources/366">volunteers.mssociety.org.uk/resources/366</a></p> <p>Diversity position statement: <a href="https://volunteers.mssociety.org.uk/resources/367">volunteers.mssociety.org.uk/resources/367</a></p>	
<input type="checkbox"/> I can keep myself safe when volunteering on my own	<p>You must make sure you take every precaution when volunteering on your own.</p> <p> Find out about the range of ways to keep yourself safe. Read <a href="#">Lone volunteering</a> on our volunteer website. It includes our <a href="#">Lone working and volunteering policy</a> and guidance <a href="https://volunteers.mssociety.org.uk/lone-volunteering">volunteers.mssociety.org.uk/lone-volunteering</a></p>	








Aim	Methods	Any question?
<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>  Find out what malpractice includes, and how to decide what is a concern and how to raise it. Read our <a href="#">Whistleblowing policy</a> for more information: <a href="http://volunteers.mssociety.org.uk/resources/865">volunteers.mssociety.org.uk/resources/865</a>	

### Induction to my role and responsibilities

Aim	Methods	Any questions?
<input type="checkbox"/> I am confident promoting our fundraising activities	 Meet with other volunteers in the group to find out what they're organising.	

## Learn as you go

Aim	Methods	Any questions?
<input type="checkbox"/> I can plan and organise a range of fundraising activities	 <p>Discuss with the Coordinating Team the range of fundraising activities you'll organise. Read <b>Ways to fundraise</b> to start generating ideas: <a href="https://volunteers.mssociety.org.uk/ways-fundraise">volunteers.mssociety.org.uk/ways-fundraise</a></p>	
<input type="checkbox"/> I know how to access the group email	 <p>Find out how to by visiting <b>The MS Society email</b> on the volunteer website: <a href="https://volunteers.mssociety.org.uk/MS-Society-email">volunteers.mssociety.org.uk/MS-Society-email</a></p>	
<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>	

Aim	Methods	Any questions?
	<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></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>	

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

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