



# Passenger Assistant 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 there's a Transport Volunteer, they're another source of support.



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








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/passenger-assistant">volunteers.mssociety.org.uk/passenger-assistant</a>   Refer to your brief for more information.	
<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	 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>	
<input type="checkbox"/> I'm aware of our Code of Conduct and how to represent the MS Society	 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>	
<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 <b>Policies and documents</b> : <a href="https://volunteers.mssociety.org.uk/policies">volunteers.mssociety.org.uk/policies</a>   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 <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> .  Policy: <a href="https://volunteers.mssociety.org.uk/resources/1855">volunteers.mssociety.org.uk/resources/1855</a>	


	Expenses claim form: <a href="https://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 can make sure our participants are comfortable and safe	<p>We're committed to providing a safe environment for everyone. If you're overseeing the maintenance of our vehicles, you must be familiar with our health and safety policy and risk management system.</p> <p> Discuss and plan with your Transport Volunteer and/or Group Coordinator how to implement any actions and complete all checks. Visit <a href="#">Health and safety basics</a> and <a href="#">Our transport 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 transport risk management system: <a href="https://volunteers.mssociety.org.uk/transport-risk-system">volunteers.mssociety.org.uk/transport-risk-system</a></p>	

<p><input type="checkbox"/> I know how to handle everyone's data so their personal details are kept safe</p>	<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="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>	
<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 <a href="#">Personal care</a>, our policy and guidance on our volunteer website: <a href="https://volunteers.mssociety.org.uk/personal-care">volunteers.mssociety.org.uk/personal-care</a></p>	




Aim	Methods	Any questions?
<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 <b>Safeguarding</b>, where you can:</p> <ul style="list-style-type: none"> <li>• Watch our online presentation</li> <li>• Read the Policies (for England and Wales, Northern Ireland and Scotland)</li> </ul> <p><a href="http://volunteers.mssociety.org.uk/safeguarding">volunteers.mssociety.org.uk/safeguarding</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 and activities that are relevant, inclusive and accessible to everyone, preventing any form of discrimination.</p> <p> Discuss with your Coordinating Team 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>	

	Diversity position statement: <a href="http://volunteers.mssociety.org.uk/resources/367">volunteers.mssociety.org.uk/resources/367</a>	
<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>  Find out about the range of ways to keep yourself safe. Read <b>Lone volunteering</b> (including our <b>Lone working and volunteering policy</b> and guidance) on our volunteer website: <a href="http://volunteers.mssociety.org.uk/lone-volunteering">volunteers.mssociety.org.uk/lone-volunteering</a>	

## 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 other volunteers in the group to find out what it offers.	
<input type="checkbox"/> I am confident in doing the tasks and activities I've agreed	Shortly after your start, you'll be supported to complete a relevant transport induction form. This will be organised by your Group Coordinator.	



<p><input type="checkbox"/> I am confident viewing, adding and editing services and activities on the Portal (if relevant)</p>	<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. <a href="https://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>	
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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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