



# Support Volunteer welcome and induction checklist

## Welcome!

And thank you, we hope you enjoy your volunteering with us. We want you to have an opportunity to find out about our work, the policies in place to support you and the resources that will be essential to you.

## How to use this checklist

This checklist gives you some helpful pointers for settling into your role.

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. Your Group Coordinator leads the team and is here to support you.



If your Group Coordinator can't 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)



Our Support and Wellbeing Facilitators offer telephone group sessions to share good practice, celebrate your successes and work through any challenges with other MS Support Volunteers in your area. You can contact them at [supportwellbeing@mssociety.org.uk](mailto:supportwellbeing@mssociety.org.uk)



Upcoming support and wellbeing group sessions and health and safety workshops are posted on our volunteer website: [volunteers.mssociety.org.uk/events](http://volunteers.mssociety.org.uk/events)



Our MS Helpline provides support and information to anyone affected by MS, including you, our volunteer: [www.mssociety.org.uk/ms-helpline](http://www.mssociety.org.uk/ms-helpline)



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









The Support Volunteer training is a face-to-face course. It includes four modules on Choice and control, Signposting to emotional support, Information support and Money matters. You'll be sent a pre-coursework pack for you to complete before your training begins.



Our [Group Handbook](#) offers guidance on the practices and procedure groups should follow: [volunteers.mssociety.org.uk/group-handbook](http://volunteers.mssociety.org.uk/group-handbook)



## Welcome




Aim	Methods	Any questions?
<input type="checkbox"/> I've agreed the tasks and activities I'll be doing with the person who recruited me	 <p>Discuss your role and agree which tasks you will be taking on:  <a href="https://volunteers.mssociety.org.uk/support-volunteer">volunteers.mssociety.org.uk/support-volunteer</a></p>	
<input type="checkbox"/> I'm aware of what learning and development opportunities are available to me	 <p>Discuss with the person who recruited you what skills you would like to develop and what are priorities for your induction.</p>	
<input type="checkbox"/> I've watched our welcome video and read our welcome booklet	 <p>Watch our <b>Welcome Video</b> and read our <b>Welcome booklet</b> on the volunteer website:  <a href="https://volunteers.mssociety.org.uk/welcome-ms-society">volunteers.mssociety.org.uk/welcome-ms-society</a></p>	
<input type="checkbox"/> I know what MS is and what impact it might have on people living with it	<p>It's important you find out how we describe MS and the impact it can have.</p>  <p>Watch the <b>What is MS Video</b> 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 <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 know the range of policies we have in place and where to find them	 <p>Find out the range of policies we have in place 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 have read and understood as part of your role in 'My mandatory learning' below.</p>	



<input type="checkbox"/> I've read our expenses policy and I know how to claim 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 expenses claim form.</p> <p>Policy:  <a href="http://volunteers.mssociety.org.uk/resources/1855">volunteers.mssociety.org.uk/resources/1855</a></p> <p>Expenses claim form:  <a href="http://volunteers.mssociety.org.uk/resources/376">volunteers.mssociety.org.uk/resources/376</a></p>	
---	--	--

## My mandatory learning

<input type="checkbox"/> I feel confident doing the tasks and activities I've agreed	<p>Our Support Volunteer role is highly specialised. You'll need to attend the Support Volunteer training before you can start volunteering. Speak to your LNO about the next one taking place in your area.</p> <p> Complete your pre-coursework. Your pack will be sent to you before your training begins.</p> <p> Attend your face to face training. You'll need to complete all four modules.</p>	
--	---	--

<input type="checkbox"/> I know how to keep myself safe when volunteering on my own	<p>We want to 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>	
<input type="checkbox"/> I understand and agree with our commitment to keeping information given to us private	<p>We are all responsible for keeping information given to us private and not breaking confidentiality.</p>  Read our <b>Confidentiality statement</b> and find out how to ensure information you are given remains confidential: <a href="http://volunteers.mssociety.org.uk/resources/393">volunteers.mssociety.org.uk/resources/393</a>	
<input type="checkbox"/> I know how to access and handle data so it's kept safe and secure, and only for the purpose(s) agreed	<p>You need to make sure the personal data you hold is processed in line with the Data Protection Act.</p>  Discuss how to handle data safely and securely, and only for the purpose(s) agreed with the Coordinating team.	



	<p>Read the <b>MS Society data protection policy</b> and <b>Handling data</b> on our volunteer website.</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 report a safeguarding concern</p>	<p>It's important you feel confident you know how to recognise and report a safeguarding concern.</p> <p> Read <b>Safeguarding</b> and our policies (for England and Wales, Northern Ireland and Scotland) on our volunteer website. Find out what constitutes a safeguarding concern and how to report it:  <a href="https://volunteers.mssociety.org.uk/safeguarding">volunteers.mssociety.org.uk/safeguarding</a></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 that are relevant, inclusive and accessible to all and to prevent any form of discrimination.</p> <p> Read our <b>Equal opportunities and inclusion policy</b> and our <b>Diversity position statement</b>. Think about how we can meet our commitment to being</p>	

	<p>relevant, accessible and inclusive.</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>	
<p><input type="checkbox"/> I understand how to use our risk management systems and events guidance</p>	<p>We're committed to provide a safe environment for all involved with us. If you're organising an event, you'll need to be familiar with our health and safety policy and risk assessment system.</p> <p> Discuss and plan with your Group Coordinator how to implement any action and complete all checks. Read <b>Health and Safety basics</b> and <b>Our events risk management system</b> 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="https://volunteers.mssociety.org.uk/events-risk-management">volunteers.mssociety.org.uk/events-risk-management</a></p> <p> Watch out for our health and safety events risk management workshops. Your LNO will let your group know</p>	







	when there's one in your area.	
--	--------------------------------	--

## Induction to my role and responsibilities

Aim	Methods	Any questions?
<input type="checkbox"/> I've discussed with the group what activities and services we offer	 Meet with other volunteers in the group to find out what it offers.	
<input type="checkbox"/> I know what support I can get from Support and Wellbeing facilitators	One of our Support and Wellbeing Facilitators will be in touch with you to arrange a one-to-one telephone introductory session.	
<input type="checkbox"/> I know how to keep up to date with MS news relevant to my role	 Read <b>MS Support Update</b> . It'll be emailed to you or you can access all issues online: <a href="http://volunteers.mssociety.org.uk/ms-support-update">volunteers.mssociety.org.uk/ms-support-update</a>	

## Learn as you go

Aim	Methods	Any questions?
<input type="checkbox"/> I know how to access the group email	 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>	
<input type="checkbox"/> I know which publications and services to signpost our service users to	 Read our publications and identify which ones to signpost our service users to.	
<input type="checkbox"/> I am aware of the grants we offer and related processes	 Find out about our <b>National grant funds</b> on our volunteer website. Familiarise yourself with our processes: <a href="https://volunteers.mssociety.org.uk/national-grant-funds">volunteers.mssociety.org.uk/national-grant-funds</a>   Discuss with the Coordinating Team if you offer grants locally.	

<input type="checkbox"/> I know what our Quality Standards are and where to find a template of our Service Level Agreements (SLA)	 Read <b>Quality Standards</b> on our volunteer website. Discuss with your Coordinating Team whether and how you might use them: <a href="http://volunteers.mssociety.org.uk/quality-standards">volunteers.mssociety.org.uk/quality-standards</a>	
---	---	--

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

<b>Support Volunteer - Welcome and induction checklist v1</b>	
Content Owner:	Head of Volunteering Head of Local Networks
Editor:	Volunteer Learning and Development Manager
Author:	Volunteer Learning and Development Officer
Signed off:	June 2017
Review date:	June 2018
<b>Multiple Sclerosis Society</b> Registered charity numbers 1139257/SCO41990. Registered as a limited company in England and Wales 07451571.	