



My MS, My Rights, My Choices Information and Support 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 for you 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



Depending on where you are, you'll be supported by the Information, Advice and Advocacy Manager or Officer. As your staff contact, they are here to support you, answer questions about what you'll be doing and your learning.



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



Our MS Helpline provides support and information to anyone affected by MS, including you, our volunteer:

www.mssociety.org.uk/ms-helpline



Other staff who can support you are listed on our volunteer website:

volunteers.mssociety.org.uk/staff-support








After attending **My MS, My Rights, My choices Induction**, you'll be able to:






- articulate the aims of the project and the importance of the role
- explain the principles of confidentiality
- explain the principles and importance of quality information-giving
- understand the differences between giving information and signposting
- explain the boundaries and principles of offering emotional support



We'll offer learning activities throughout your volunteering. Your staff contact will send you information ahead of time.



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/information-and-support-volunteer  Refer to your brief for more information.	
<input type="checkbox"/> I'm aware what learning and development opportunities are available	 Discuss with your staff contact 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 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	
<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>Find out about our goals, values and standards and how to represent us. Visit Representing the MS Society 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've read our expenses policy and I know how to claim expenses (if relevant)	 <p>Read our Expenses policy to find out how to claim expenses and what for. You'll need to fill in an Expenses claim form.</p>	


	Policy: volunteers.mssociety.org.uk/resources/1855 Expenses claim form: volunteers.mssociety.org.uk/resources/376	
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My mandatory learning

Aim	Methods	Any questions?
<input type="checkbox"/> I am confident doing the tasks and activities I've agreed	<p>Our Information and Support Volunteer role is highly specialised. You'll need to attend the My MS, my Rights, My Choices Induction.</p> <p> Complete your pre-coursework. Your pack will be sent to you before your training begins.</p> <p> Attend the My MS, My Rights, My Choices Induction. You'll need to attend the whole day to complete your induction.</p>	
<input type="checkbox"/> I can access and handle data so it's 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>	
<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 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 staff contact how we can meet our commitment. Read our Equal opportunities and inclusion policy and our Diversity position</p>	

	<p>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>	
<p><input type="checkbox"/> I know how to report a safeguarding concern</p>	<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>	
<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 Personal care, our policy and</p>	

	<p>guidance on our volunteer website. volunteers.mssociety.org.uk/ personal-care</p>	
<input type="checkbox"/> I can make sure I keep myself and others safe	<p>We're committed to providing a safe environment for everyone.</p> <p> Discuss with your staff contact how to ensure your safety and the safety of participants on the day.</p>	

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

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