



# Group Coordinator 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 task 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, 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

You lead the Coordinating team. Formed with the Finance Volunteer and at least one other volunteer, you have a shared responsibility for the group's finances, planning services and activities, making decisions and dealing with problems.

Meeting the rest of your Coordinating Team will give you an insight into what the group does, what activities and services are currently offered and what the team would like to develop in the future.



Your local staff contact for all questions relating to your group's activities is your Local Networks Officer (LNO):

[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 offer support and 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, ask your LNO to support you with or by attending meetings organised by your LNO which bring together other groups and volunteers.



Local 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	 <p>Talk through your role and make sure you understand what you'll be doing.</p>	
<input type="checkbox"/> I'm aware of what learning and development opportunities are available	 <p>Discuss with the person who recruited you what skills you would like to develop as part of your role and what your key priorities are for induction.</p>	
<input type="checkbox"/> I can talk about what it's like to volunteer for us	 <p>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></p>	
<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>	

## My mandatory learning

Aim	Methods	Any questions?
<input type="checkbox"/> I know how volunteers, including myself, can claim expenses and how to process expenses	 <p>Read our <a href="#">Expenses policy</a> and identify how volunteers should claim expenses and what for.</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>	
<input type="checkbox"/> I can access and handle volunteers and members' personal information	<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>	

	 Watch out for our upcoming data protection eLearning.	
<input type="checkbox"/> I know how to access and use the Portal	<p>The <b>Portal</b> is an online platform that enables you to access membership and volunteer data, and share information about the services and activities you deliver.</p>  Find out about the <b>Portal</b> : <a href="https://volunteers.mssociety.org.uk/portal">volunteers.mssociety.org.uk/portal</a>  You need to complete our data protection course to access the <b>Portal</b>	
<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. As Group Coordinator, you are responsible for the health and safety of the group and visitors.</p> <p>You must be familiar with our health and safety policy and risk management systems. We have dedicated risk management systems for property, transport, fitness and events.</p>  Discuss and plan with your team how to implement any actions and complete all checks. Speak to your	

	<p>LNO if you have any questions</p> <p> Read <a href="#">Health and Safety basics</a> and <a href="#">Our 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>Risk management systems and our events guidance: <a href="https://volunteers.mssociety.org.uk/risk-management">volunteers.mssociety.org.uk/risk-management</a></p> <p> Watch out for our health and safety events and fitness risk management workshops. Your LNO will let your group know when there's one in your area.</p> <p>To organise support for transport or property speak to your LNO.</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 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 <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> (including our <a href="#">Lone working and volunteering policy</a> and guidance) on our volunteer website: <a href="https://volunteers.mssociety.org.uk/lone-volunteering">volunteers.mssociety.org.uk/lone-volunteering</a></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 <a href="#">Safeguarding</a>, 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>	
<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="http://volunteers.mssociety.org.uk/personal-care">volunteers.mssociety.org.uk/personal-care</a></p>	
<p><input type="checkbox"/> I know how to raise a concern about malpractice, such as fraud or mismanagement</p>	<p>Malpractice is rare but any concerns must be reported and you need to know our procedure for whistleblowing.</p> <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</p>	

	 information: <a href="http://volunteers.mssociety.org.uk/resources/865">volunteers.mssociety.org.uk/ resources/865</a>	
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## Induction to my role and responsibilities

Aim	Methods	Any questions?
<input type="checkbox"/> I've had an opportunity to share ideas and learn about my role	 <p>Where possible, your LNO will aim to put you in touch with the current or previous Group Coordinator(s).</p> <p>Alternatively your LNO will try to put you in touch with Group Coordinator from a neighbouring group.</p>	
<input type="checkbox"/> I've discussed my vision for the group with my LNO and created a shared vision with the Coordinating Team	 <p>Meet with your Coordinating Team and LNO to discuss your vision and ideas.</p>  <p>You should organise regular meetings to plan your group's activities and plans.</p>	

<input type="checkbox"/> I've discussed individual roles, skills and ideas for the group with individual members of the team	 <p>Meet your team and find out about their personalised roles, current skills and those they'd like to develop. Also the ideas they have for the group's vision:  <a href="https://volunteers.mssociety.org.uk/group-roles">volunteers.mssociety.org.uk/group-roles</a></p>	
<input type="checkbox"/> I know which staff member(s) to contact about different aspects of our work	 <p>Visit <b>Staff contacts</b> on our volunteer website or the Supporter Care team for help. See the Sources of support section for contact details.</p>	
<input type="checkbox"/> With the Coordinating Team, I have updated the bank mandate and I have added myself as a signatory	 <p>With the rest of the Coordinating Team, fill in the <b>Global Banking Authority mandate form</b>:  <a href="https://volunteers.mssociety.org.uk/resources/204">volunteers.mssociety.org.uk/resources/204</a></p>  <p>You'll need to fill in and sign the <b>Signatory declaration and Change of statement address form</b>:  <a href="https://volunteers.mssociety.org.uk/resources/1143">volunteers.mssociety.org.uk/resources/1143</a>  <a href="https://volunteers.mssociety.org.uk/resources/296">volunteers.mssociety.org.uk/resources/296</a></p>	

<input type="checkbox"/> I know how to keep up to date with MS news relevant to my role	 Read <b>Teamspirit</b> magazine. It'll be sent to you or you can access all issues online: <a href="http://volunteers.mssociety.org.uk/teamspirit">volunteers.mssociety.org.uk/teamspirit</a>	
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## Learn as you go

Aim	Methods	Any questions?
<input type="checkbox"/> I'm aware of group requirements and know how the Coordinating Team meets those	 Read <b>Our group requirements</b> and <b>Your Coordinating Team</b> . Discuss how to meet the group requirements with the Coordinating Team:  Our group requirements: <a href="http://volunteers.mssociety.org.uk/group-requirements">volunteers.mssociety.org.uk/group-requirements</a>  Your Coordinating Team: <a href="http://volunteers.mssociety.org.uk/coordinating-team">volunteers.mssociety.org.uk/coordinating-team</a>	
<input type="checkbox"/> I know of my and the group's responsibility for the group's finances	 Refer to our <b>Finance basics for Coordinating teams</b> which provides a summary of the group's responsibilities. Discuss with the	

	Coordinating Team: <a href="http://volunteers.mssociety.org.uk/resources/1902">volunteers.mssociety.org.uk/ resources/1902</a>	
<input type="checkbox"/> I am confident using our Quality Standards and know where to find a template of our Service Level Agreements (SLA)	 Discuss with your Coordinating Team whether and how you might use quality standards. Visit <b>Quality Standards</b> for more information: <a href="http://volunteers.mssociety.org.uk/quality-standards">volunteers.mssociety.org.uk/quality-standards</a>	
<input type="checkbox"/> I know how to use our brand and where to find templates	 Visit <b>Using our brand</b> on our volunteer website: <a href="http://volunteers.mssociety.org.uk/using-our-brand">volunteers.mssociety.org.uk/using-our-brand</a>	

You can request a printed copy of this checklist from our [SSAdminHelpdesk@mssociety.org.uk](mailto:SSAdminHelpdesk@mssociety.org.uk)  
If you have any feedback about this checklist, please email [volunteering@mssociety.org.uk](mailto:volunteering@mssociety.org.uk)

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