



Information Events 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 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

If you're supporting a National event:



The Conferences Team is here to support you in your role, answer questions about what you'll be doing, your learning and where you can get further information. Contact them by emailing conferenceadmin@mssociety.org.uk



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



Other staff who can support you are listed on our volunteer website:
volunteers.mssociety.org.uk/staff-support

If you're supporting a local event:



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



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



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




Our [Group Handbook](#) offers guidance on the practices and procedure groups should follow: 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: volunteers.mssociety.org.uk/information-events-volunteer  Refer to your brief for more information.	
<input type="checkbox"/> I'm aware of what learning and development opportunities are available to me	 Discuss with the person who recruited you what learning opportunities are available to you.	
<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	

Aim	Methods	Any questions?
<input type="checkbox"/> I know what we're striving to achieve	 Watch Our Strategy Video to find out more about the organisational goals we are all working to: mssociety.org.uk/about-us/our-strategy	
<input type="checkbox"/> I'm aware of our Code of Conduct and how to represent the MS Society	 Visit Representing the MS Society on our volunteer website: volunteers.mssociety.org.uk/representing-ms-society	
<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 Policies and documents : volunteers.mssociety.org.uk/policies	
<input type="checkbox"/> I know how to claim my expenses	 Read our Expenses policy to find out how to claim expenses and what for. You'll need to fill in your Expenses claim form . Policy: volunteers.mssociety.org.uk/resources/1855 Expenses claim form: volunteers.mssociety.org.uk/resources/376	




My mandatory learning

Aim	Methods	Any question?
<input type="checkbox"/> I can 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 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 can make sure I keep myself and others safe	<p>We're committed to providing a safe environment for everyone.</p>  <p>Discuss with the volunteer(s) responsible for organising the event how to ensure my safety and the safety of participants on the day.</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 inclusive and accessible to everyone, preventing any form of discrimination.</p>  <p>Discuss with other volunteers how we can meet our commitment. Read our Equal opportunities and inclusion policy and our Diversity position 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>	

Induction to my role and responsibilities

Aim	Methods	Any questions?
<input type="checkbox"/> I am confident talking about upcoming events and activities	 Find out about upcoming events and activities.	
<input type="checkbox"/> I can apply our social media guidelines and know where to find social images available	 Visit Using social media for guidance: volunteers.mssociety.org.uk/social-media Use our social media images:  volunteers.mssociety.org.uk/social-media-images	

Aim	Methods	Any questions?
<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> <p> If you're planning to use the Portal, find out more about it: volunteers.mssociety.org.uk/portal</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

Information Events Volunteer Welcome and induction checklist v1	
Content Owner:	Head of Volunteering Head of Local Networks
Editor:	Volunteer Learning and Development Manager
Author:	Volunteer Learning and Development Officer
Signed off:	February 2019
Review date:	February 2020
Multiple Sclerosis Society Registered charity numbers 1139257/SCO41990. Registered as a limited company in England and Wales 07451571.	

