



# 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 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. 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 staff contact is here to support you, answer questions about what you'll be doing, your learning and where you can get more information.



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)



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

[www.mssociety.org.uk/ms-helpline](https://www.mssociety.org.uk/ms-helpline)



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)












You'll need to attend our Induction Training before you can volunteer. Find out more from your staff contact.




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 your staff contact: <a href="https://volunteers.mssociety.org.uk/resources/information-and-support-volunteer-generic">volunteers.mssociety.org.uk/resources/information-and-support-volunteer-generic</a>   Refer to your brief for more information.	
<input type="checkbox"/> I'm aware of what learning and development opportunities are available	 Discuss with the person who recruited you 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 <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>  Read about <b>What is MS</b> on the MS Society website: <a href="https://mssociety.org.uk/what-is-ms">mssociety.org.uk/what-is-ms</a>	
<input type="checkbox"/> I know what we're striving to achieve	 Find out 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 'Induction to my role' below.	



<input type="checkbox"/> I know how to claim my expenses	 <p>Find out about <b>Claiming expenses</b>. You'll need to fill in your <b>Expenses claim form</b>.</p> <p>Claiming expenses:  <a href="http://volunteers.mssociety.org.uk/claiming-expenses">volunteers.mssociety.org.uk/claiming-expenses</a></p>	
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## Induction to my role

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 our Induction training before you can volunteer.</p>  <p>Attend the Induction training. You'll need to attend the whole course 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 <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> Watch out for our GDPR eLearning from your staff contact</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 <a href="#">Confidentiality statement</a> for more information: <a href="https://volunteers.mssociety.org.uk/resources/393">volunteers.mssociety.org.uk/resources/393</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 staff contact 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="http://volunteers.mssociety.org.uk/resources/366">volunteers.mssociety.org.uk/resources/366</a></p> <p>Diversity Position Statement: <a href="http://volunteers.mssociety.org.uk/resources/367">volunteers.mssociety.org.uk/resources/367</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>	

<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> on our volunteer website: <a href="http://volunteers.mssociety.org.uk/lone-volunteering">volunteers.mssociety.org.uk/lone-volunteering</a>	
<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>  Discuss with your staff contact how to ensure your safety and the safety of participants on the day.	

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

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