

Appendix 1: Volunteer website resource index

This index includes all volunteer website resources referred to in the *Group Handbook*, sorted alphabetically. Click on any **resource** in the index to be taken to the web page or downloadable resource, or click on the link in the **reference** column to go to the handbook section where we recommend it.

Resource	Reference
A-Z: Our volunteer roles	C1: Volunteering with us
Access audit form	B1: Availability, contact and communication
Accident report form	A5: Health, safety and wellbeing
Activities Organiser	A5: Health, safety and wellbeing A6: Handling data B3: Giving information B6: Planning and delivering quality services and activities C1: Volunteering with us
Activities Volunteer	A5: Health, safety and wellbeing A6: Handling data C1: Volunteering with us
Administration Volunteer	A5: Health, safety and wellbeing A6: Handling data B1: Availability, contact and communication B3: Giving information C1: Volunteering with us C3: Your Coordinating Team
Applying to a local trust	B5: Fundraising
Being easy to contact by phone	B1: Availability, contact and communication
Brand guidelines	B2: Using our brand
Claiming expenses	C1: Volunteering with us

Resource	Reference
Code of conduct	A3: Our values and how we deal with problems C1: Volunteering with us
Comments, compliments and complaints policy	A3: Our values and how we deal with problems
Communications Volunteer	A6: Handling data B1: Availability, contact and communication B3: Giving information C1: Volunteering with us C3: Your Coordinating Team
Conflicts of interest policy	B4: Managing your finances C3: Your Coordinating Team
Consent form	A6: Handling data B1: Availability, contact and communication
Data protection policy	A6: Handling data
Delivering quality services	B6: Planning and delivering quality services and activities
Dignity at work and when volunteering policy	A3: Our values and how we deal with problems
Disclaimer	A5: Health, safety and wellbeing B1: Availability, contact and communication B3: Giving information
Disclosure checks	C2: Disclosure checks
Effective fundraising	B4: Managing your finances B5: Fundraising
Employer's liability insurance certificate	A5: Health, safety and wellbeing
Equal opportunities and inclusion policy	A3: Our values and how we deal with problems

Resource	Reference
Finance Team	B4: Managing your finances
Finance Volunteer	A2: Requirements, support, tools and resources A6: Handling data A7: Keeping in touch B1: Availability, contact and communication B4: Managing your finances C1: Volunteering with us C3: Your Coordinating Team D1: Offering MS Support
Fundraising complaints form	B5: Fundraising
Fundraising Events Volunteer	A5: Health, safety and wellbeing A6: Handling data B5: Fundraising C1: Volunteering with us
Fundraising support	B5: Fundraising
Fundraising Volunteer	A5: Health, safety and wellbeing A6: Handling data B5: Fundraising C1: Volunteering with us
Gift Aid declaration confirmation letter	B4: Managing your finances
Gift Aid declaration form	B4: Managing your finances
Governance of MS Society volunteer-led groups	A4: Our legal identity, policies and rules B4: Managing your finances
Group Coordinator	A2: Requirements, support, tools and resources A5: Health, safety and wellbeing A6: Handling data A7: Keeping in touch B4: Managing your finances C1: Volunteering with us C3: Your Coordinating Team D1: Offering MS Support

Group roles	B6: Planning and delivering quality services and activities C3: Your Coordinating Team
Health and safety policy	A5: Health, safety and wellbeing
Health and Safety Volunteer	A5: Health, safety and wellbeing A6: Handling data C1: Volunteering with us
How to nominate a Shining Star	C1: Volunteering with us
Incident report form	A5: Health, safety and wellbeing
Information Events Volunteer	A5: Health, safety and wellbeing A6: Handling data B3: Giving information C1: Volunteering with us
Insurance documents	A5: Health, safety and wellbeing
Internal financial controls checklist	B4: Managing your finances
IT support	A6: Handling data
Lead Support Volunteer	A2: Requirements, support, tools and resources A5: Health, safety and wellbeing A6: Handling data A7: Keeping in touch B1: Availability, contact and communication B3: Giving information C1: Volunteering with us C3: Your Coordinating Team D1: Offering MS Support
Letterhead template	A4: Our legal identity, policies and rules B4: Managing your finances
Local campaigning toolkit	B6: Planning and delivering quality services and activities
Local contacts template	B3: Giving information D1: Offering MS Support

Local Networks Team	A2: Requirements, support, tools and resources A3: Our values and how we deal with problems A6: Handling data A7: Keeping in touch B1: Availability, contact and communication B3: Giving information B4: Managing your finances B6: Planning and delivering quality services and activities C1: Volunteering with us C2: Disclosure checks C3: Your Coordinating Team D1: Offering MS Support
Logo	B2: Using our brand B5: Fundraising
Lone volunteering policy	A5: Health, safety and wellbeing D1: Offering MS Support
Managing your finances	B4: Managing your finances
Membership form	C4: Membership administration
MS Society email	A2: Requirements, support, tools and resources A6: Handling data B1: Availability, contact and communication B2: Using our brand B4: Managing your finances C1: Volunteering with us C3: Your Coordinating Team
MS Support monthly enquiry tally sheet	A7: Keeping in touch D1: Offering MS Support
National grant funds	A5: Health, safety and wellbeing B3: Giving information D1: Offering MS Support
Online Accounting	A2: Requirements, support, tools and resources B4: Managing your finances

	C3: Your Coordinating Team C4: Membership administration
Online Recruitment	A2: Requirements, support, tools and resources C1: Volunteering with us C3: Your Coordinating Team D1: Offering MS Support
Online Shop	A2: Requirements, support, tools and resources B2: Using our brand B3: Giving information B5: Fundraising C1: Volunteering with us
Organising an event	B3: Giving information
Organising your team	C1: Volunteering with us
Our people	A1: Introduction and overview
Our volunteer roles	C1: Volunteering with us
Passenger Assistant	A5: Health, safety and wellbeing A6: Handling data C1: Volunteering with us
Personal care policy	A3: Our values and how we deal with problems A5: Health, safety and wellbeing B6: Planning and delivering quality services and activities D1: Offering MS Support
Physical activity readiness questionnaire (PARQ)	A6: Handling data
Policies and documents	A4: Our legal identity, policies and rules
Portal	A2: Requirements, support, tools and resources A5: Health, safety and wellbeing A6: Handling data A7: Keeping in touch

	B1: Availability, contact and communication B4: Managing your finances B6: Planning and delivering quality services and activities C1: Volunteering with us C2: Disclosure checks D1: Offering MS Support
Press and publicity advice	B1: Availability, contact and communication
Privacy notice	A6: Handling data
Privacy statements	A6: Handling data
Property Volunteer	A5: Health, safety and wellbeing A6: Handling data C1: Volunteering with us
Providing a volunteer reference	C1: Volunteering with us
Providing quality services and activities	B6: Planning and delivering quality services and activities
Public liability insurance certificate	A5: Health, safety and wellbeing
Recognising volunteer contributions	C1: Volunteering with us
Regional/External Relations Officers	B6: Planning and delivering quality services and activities
Representing the MS Society	B1: Availability, contact and communication
Resolving volunteer issues	A3: Our values and how we deal with problems
Risk management system	A5: Health, safety and wellbeing
Safeguarding policy	A3: Our values and how we deal with problems A5: Health, safety and wellbeing A6: Handling data D1: Offering MS Support

Safeguarding risk guidance	A5: Health, safety and wellbeing B6: Planning and delivering quality services and activities
Section 19 permit	A5: Health, safety and wellbeing
Service level agreements	A6: Handling data B6: Planning and delivering quality services and activities
Shop Volunteer	A5: Health, safety and wellbeing A6: Handling data B5: Fundraising C1: Volunteering with us
Signatory declaration form	B4: Managing your finances
Signposting to specialist advice	B3: Giving information D1: Offering MS Support
Sponsor form	B4: Managing your finances B5: Fundraising
Strategy	A1: Introduction and overview
Summary of insurance cover	A5: Health, safety and wellbeing
Support and Wellbeing Team	A2: Requirements, support, tools and resources D1: Offering MS Support
Support Volunteer	A2: Requirements, support, tools and resources A5: Health, safety and wellbeing A6: Handling data A7: Keeping in touch B1: Availability, contact and communication B3: Giving information C1: Volunteering with us C3: Your Coordinating Team D1: Offering MS Support

Supporter Care Team	A1: Introduction and overview A2: Requirements, support, tools and resources B1: Availability, contact and communication B4: Managing your finances B5: Fundraising C1: Volunteering with us C2: Disclosure checks C4: Membership administration
Supporter promise	B5: Fundraising
Supporting our volunteers	C1: Volunteering with us
Supporting people	D1: Offering MS Support
Teamspirit	A1: Introduction and overview C1: Volunteering with us
Third party data protection undertaking	A6: Handling data
Transport Volunteer	A5: Health, safety and wellbeing A6: Handling data C1: Volunteering with us
Using our brand	B2: Using our brand
Using social media	B1: Availability, contact and communication B2: Using our brand
Volunteer application form	C1: Volunteering with us
Volunteer Driver	A5: Health, safety and wellbeing A6: Handling data C1: Volunteering with us
Volunteer events	C1: Volunteering with us D1: Offering MS Support
Volunteer involvement policy	A3: Our values and how we deal with problems C1: Volunteering with us
Volunteer reference letter template	C1: Volunteering with us

Volunteering with us	C1: Volunteering with us D1: Offering MS Support
Web to Print	A2: Requirements, support, tools and resources A5: Health, safety and wellbeing B1: Availability, contact and communication B2: Using our brand B3: Giving information B4: Managing your finances C1: Volunteering with us
Welcome to the MS Society	C1: Volunteering with us D1: Offering MS Support
Whistleblowing policy	A3: Our values and how we deal with problems B4: Managing your finances

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