



# Support Volunteer welcome and induction checklist

## Welcome!

And thank you for being part of the MS Society, we hope you enjoy volunteering with us.

## How to use this checklist

This checklist gives you some helpful pointers for settling into your role.

You can tick off each step as you go along. There is space for you to write any questions you might have as you complete it. The 'Sources of support' below shows you 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



Your Coordinating Team is responsible for the group's finances, planning services and activities, making decisions and dealing with problems. Your Group Coordinator leads the team and is here to support you.



Your staff contact is Deborah Redman who is here to support you, answer questions about what you'll be doing, your learning and where you can get more information:  
[deborah.redman@mssociety.org.uk](mailto:deborah.redman@mssociety.org.uk)



The Volunteer Support Team (VST) is your point of contact for queries to MS Society departments. They can signpost you to the right person: [volunteersupport@mssociety.org.uk](mailto:volunteersupport@mssociety.org.uk)



Our Support and Wellbeing Facilitator is here to support you if you want to confidentially debrief a difficult situation, safeguarding or discuss any emotional issues:

[supportwellbeing@mssociety.org.uk](mailto:supportwellbeing@mssociety.org.uk)



Upcoming events for the Support Volunteer role are posted on our volunteer website: [volunteers.mssociety.org.uk/events](https://volunteers.mssociety.org.uk/events)



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)



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 staff contact which bring together other groups and volunteers.







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)






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>Discuss your role and agree which tasks you will be taking on with the person who recruited you:  <a href="https://volunteers.mssociety.org.uk/support-volunteer">volunteers.mssociety.org.uk/support-volunteer</a></p>	
<input type="checkbox"/> I'm aware of what learning and development opportunities are available to me	 <p>Discuss with the person who recruited you what skills you would like to develop and what are priorities for your 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 <b>Our Strategy Video</b> 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 <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></p>	
<input type="checkbox"/> I know the range of policies we have in place	 <p>Find out the range of policies we have in place and what they cover. Visit <b>Policies and documents</b>:  <a href="https://volunteers.mssociety.org.uk/policies">volunteers.mssociety.org.uk/policies</a></p>  <p>See what policies you must have read and understood as part of your role in 'My mandatory learning' below.</p>	

I've read our expenses policy and I know how to claim 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](https://volunteers.mssociety.org.uk/resources/1855)

Expenses claim form:



[volunteers.mssociety.org.uk/resources/376](https://volunteers.mssociety.org.uk/resources/376)



Visit [Claiming expenses](#) for guidance and useful tips from volunteers:

[volunteers.mssociety.org.uk/claiming-expenses](https://volunteers.mssociety.org.uk/claiming-expenses)

## My mandatory learning

Aim	Methods	Any questions?
<input type="checkbox"/> I feel confident doing the tasks and activities I've agreed	<p>Our Support Volunteer role is highly specialised. You'll need to complete the <b>MS Support Induction eLearning</b> before you can start volunteering.</p> <p> Complete all modules in the <b>MS Support Induction eLearning</b>.</p> <p> You'll receive the link to access the eLearning by email. Let the person who recruited you know if you haven't.</p>	

I can access and handle everyone's data so their personal details are kept safe

You need to make sure the personal data you handle is processed in line with the General Data Protection Regulation (GDPR)



Discuss how to handle data safely and securely, and only for the purpose(s) agreed with your staff contact.



Complete the **Data Protection Essentials for GDPR eLearning**. You'll receive your access to this course by email.



Completing this eLearning is the first step to obtaining your own MSS email address (if you don't have one already). The Volunteer Support team will start the process of getting one set up with you.





Read the policies and guidance provided to help you comply, such as:

Data Protection Policy:  
[volunteers.mssociety.org.uk/resources/861](https://volunteers.mssociety.org.uk/resources/861)


Handling data:  
[volunteers.mssociety.org.uk/handling-data](https://volunteers.mssociety.org.uk/handling-data)

<input type="checkbox"/> I can 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> (including our <b>Lone working and volunteering policy</b> and guidance) on our volunteer website: <a href="https://volunteers.mssociety.org.uk/lone-volunteering">volunteers.mssociety.org.uk/lone-volunteering</a>	
<input type="checkbox"/> I know how to report a safeguarding concern	<p>It's important you feel confident you know how to recognise and report a safeguarding concern.</p>  Read <b>Safeguarding</b> and our policies (for England and Wales, Northern Ireland and Scotland) on our volunteer website. Find out what constitutes a safeguarding concern and how to report it: <a href="https://volunteers.mssociety.org.uk/safeguarding">volunteers.mssociety.org.uk/safeguarding</a>	





<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 that are relevant, inclusive and accessible to everyone, preventing any form of discrimination.</p>  <p>Read our <b>Equal opportunities and inclusion policy</b> and our <b>Diversity position statement</b>. Think about how we can meet our commitment to being relevant, accessible and inclusive.</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 understand how to use our risk management systems and events guidance	<p>We're committed to provide a safe environment for all involved with us. If you're organising an event, you'll need to be familiar with our <b>health and safety policy</b> and <b>risk assessment system</b>.</p>  <p>Discuss and plan with your Group Coordinator how to implement any action and complete all checks. Read <b>Health and Safety basics</b> and <b>Our events risk management system</b> for more information.</p>	

	<p>Health and safety basics (including policy):  <a href="http://volunteers.mssociety.org.uk/health-and-safety-basics">volunteers.mssociety.org.uk/health-and-safety-basics</a></p> <p>Our events risk management system:  <a href="http://volunteers.mssociety.org.uk/events-risk-management">volunteers.mssociety.org.uk/events-risk-management</a></p>	
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## Induction to my role and responsibilities

Aim	Methods	Any questions?
<input type="checkbox"/> I've discussed with the group what activities and services we offer	 Meet with other volunteers in the group to find out what it offers.	
<input type="checkbox"/> I know what support I can get from our Support and Wellbeing facilitator	<p>Our Support and Wellbeing Facilitator will be in touch with you to arrange a one-to-one telephone introductory session.</p>	
<input type="checkbox"/> I know how to keep up to date with MS news relevant to my role	 Read <b>Teamspirit</b> . 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>	

## Learn as you go

Aim	Methods	Any questions?
<input type="checkbox"/> I know how to access the group email	 Find out how to by visiting <b>The MS Society email</b> on the volunteer website: <a href="http://volunteers.mssociety.org.uk/MS-Society-email">volunteers.mssociety.org.uk/MS-Society-email</a>	
<input type="checkbox"/> I know which publications and services to signpost our service users to	 Read our publications and identify which ones to signpost our service users to.	
<input type="checkbox"/> I am aware of the grants we offer and related processes	 Discuss with the Coordinating Team if you offer grants locally.	
<input type="checkbox"/> I am confident planning quality services and activities and know where to find a template of our Service Level Agreements (SLA)	 Discuss with your Coordinating Team how to provide quality services and activities. Visit <b>Providing services</b> for more information: <a href="http://volunteers.mssociety.org.uk/providing-services">volunteers.mssociety.org.uk/providing-services</a>	

	 <p>Visit <a href="#">Service Level Agreements</a> to find out how to use them and a link to the template:  <a href="https://volunteers.mssociety.org.uk/service-level-agreements">volunteers.mssociety.org.uk/service-level-agreements</a></p>	
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If you have any feedback about this checklist, [please complete this survey](#).

<b>Support Volunteer - Welcome and induction checklist v2</b>	
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