Administration 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, 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. 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

Upcoming health and safety workshops are posted on our volunteer website:
volunteers.mssociety.org.uk/events

Our Group Handbook offers guidance on the practices and procedure groups should follow:
volunteers.mssociety.org.uk/group-handbook

Welcome

Aim	Methods	Any questions?
☐ 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/administration-volunteer Refer to your brief for more information.	
☐ 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.	
☐ I can talk about what it's like to volunteer for us	Watch our Welcome Video and read our Welcome Booklet on the volunteer website: volunteers.mssociety.org.uk/welcome-ms-society	
☐ I know what MS is, and I am able to explain how it affects different people in different ways.	Everyone experiences MS differently. We have listened to what people affected by MS have told us. Find out more. 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?
☐ 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	
☐ 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	
☐ 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	
		See what policies you must read and understamd as part of your role in 'My mandatory learning' below.	
☐ 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 questions?
☐ I know how to 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 Data Protection Act. 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. Policy: volunteers.mssociety.org.uk/resources/861 Handling data: volunteers.mssociety.org.uk/handling-data Complete the GDPR (Data Protection) eLearning. You'll receive your access to this course by email.	

Aim	Methods	Any questions?
☐ I know how to access and use the Portal	The Portal is an online platform that enables you to access membership and volunteers' data, and share information about the services and activities you deliver. Find out about the Portal: volunteers.mssociety.org.uk/portal You need to complete our data protection course to access the Portal	
☐ I can use our events risk management systems and our events guidance (if relevant)	We're committed to providing a safe environment for everyone. If you're organising a meeting or event, you must be familiar with our health and safety policy and risk management system. Discuss and plan with your Group Coordinator how to implement any actions and complete all checks. Visit Our Health and safety basics and Our Events risk management system for more information. Health and safety basics (including policy): volunteers.mssociety.org.uk/health-and-safety-basics	

	Our events risk management system: volunteers.mssociety.org.uk/events-risk-system Watch out for our health and safety events risk management workshops. Your LNO will let your group know when there's one in your area	
☐ I understand and agree with our commitment to treating others fairly, according to their needs	We're committed to offering services and activities that are relevant, inclusive and accessible to all, preventing any form of discrimination. Talk to your Coordinating Team about how we can meet our commitment. Read our Equal opportunities and inclusion policy and our Diversity position statement for more information. Equality opportunities and inclusion policy: volunteers.mssociety.org.uk/resources/366 Diversity position statement: volunteers.mssociety.org.uk/resources/367	

Induction to my role and responsibilities

Aim	Methods	Any questions?
☐ I am confident talking about the services and activities the group offers	Meet with volunteers in the group to find out what they offer.	

Learn as you go

Aim	Methods	Any questions?
☐ I know how to access the group's email	Find out how to by visiting The MS Society email on our volunteer website: volunteers.mssociety.org.uk/MS-Society-email	
☐ I know how to use our brand and where to find templates	Visit Using our brand on our volunteer website: volunteers.mssociety.org.uk/using-our-brand This page includes information and a user guide to Web to Print, our online tool for creating newsletters, posters and stationary.	

Aim	Methods	Any questions?
☐ 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 Quality Standards for more information: volunteers.mssociety.org.uk/quality-standards	

If you have any feedback about this checklist, please email volunteering@mssociety.org.uk

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