

# Volunteer Handbook





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# 01 Introduction



This handbook has been developed to provide our volunteers with the necessary information to understand their role and responsibilities in respect of the Multiple Sclerosis Society of Ireland (hereafter, MS Ireland). Volunteers are one of our most valued resources, and we encourage and support them within all appropriate activities in accordance with best practice guidelines.

This volunteer handbook shall be provided to all volunteers with MS Ireland. It contains all of the necessary information required by volunteers.

The work of MS Ireland is supported by volunteers. They play a pivotal role in ensuring MS Ireland offers quality services to the MS community. Volunteers work at all levels of the organisation. This includes: the MS Care Centre, MS Ireland branches, fundraising, administration, communications, and our voluntary board of directors. Volunteers are assigned a key liaison person in the organisation that they can go to and who is responsible for supporting the activities they are to be engaged in.

This document should be read in conjunction with the MS Ireland Services Document and/or the MS Ireland Branch Handbook. These documents provide more information regarding the range of services offered by MS Ireland and the policies and procedures referred to in this document.

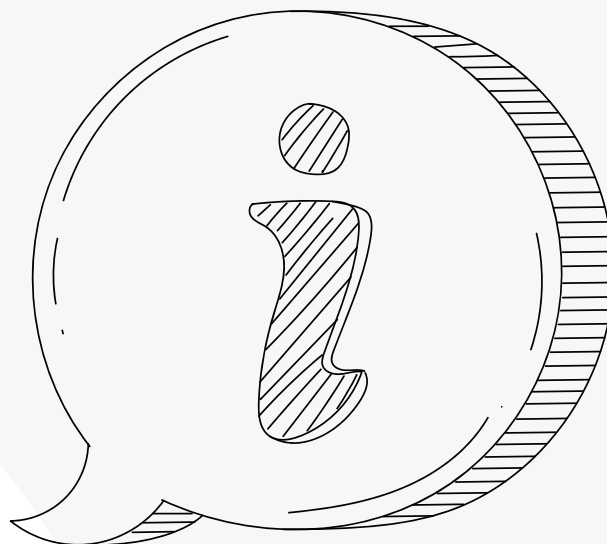
## 1.1 Purpose

The purpose of this handbook is to provide guidance on all aspects of volunteering in MS Ireland. This document contains all of the necessary policies and procedures and is a useful reference point for volunteers and staff. It is important that volunteers become familiar with the policies and procedures in this document and any other policies that are deemed relevant by the key liaison person. These outline expectations and help to ensure the implementation of best practice in the recruitment, selection, management, and support of volunteers.

This handbook contains a volunteer agreement (refer to Appendix 1) and a volunteer code of conduct (refer to Appendix 2). It is important that all volunteer engagement with the service aligns with the agreement and code of conduct.

## 02 About MS Ireland

Since MS Ireland was established in 1961, it has evolved to support all those affected by MS in a rapidly changing therapeutic, social, political, digital, and economic environment.



### Our Mission

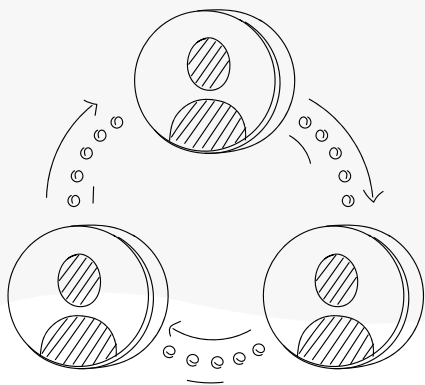
To enable and empower people affected by Multiple Sclerosis to live the life of their choice to their fullest potential.

### Our Vision

MS Ireland has a vision of Irish society where all people affected by MS live positive and active lives in the community

## MS Ireland as an organisation, achieves its vision and mission in the following ways by:

1. Facilitating people with MS to control their lives and environment, to live with dignity and participate in the community.
2. Providing an identifiable focal point by developing an efficient, effective and caring organisation to serve the needs of people with MS.
3. Co-operating with the medical, scientific, social and caring professions to promote scientific research into the causes of, cure for and management of MS, and the alleviation of medical and social symptoms.
4. Exchanging and disseminating information relating to MS.

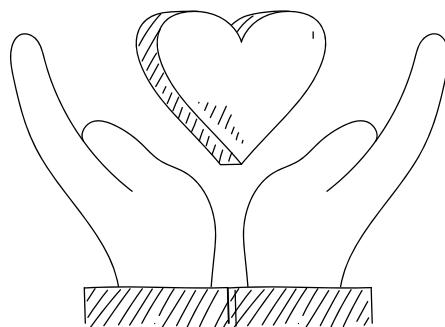


## 2.1 Management and organisational structure

MS Ireland is governed by a Board of voluntary members. There is a national staff team (including finance, fundraising, Information, Advocacy and Research based out of our national office. There are also regional teams staffed with community workers, administrators and in some cases, a physiotherapist. In addition, there are 27 voluntary branches around the country and a national respite facility based in Dublin. See below and appendix 6 for more detail.

## 2.2 MS Ireland Care Centre

The MS Care Centre is the only dedicated respite centre for people with MS in Ireland. It offers short-term respite care to people with MS and other neurological conditions. It provides therapeutic services, neurological assessments, and many social activities in a homely environment in the suburbs of Dublin to its residents. It is a place for people with MS to learn more about their MS and find ways to self-manage their condition.



The MS Care Centre is registered with the Health Information and Quality Authority (HIQA) and comprises of 12 ensuite accessible bedrooms.

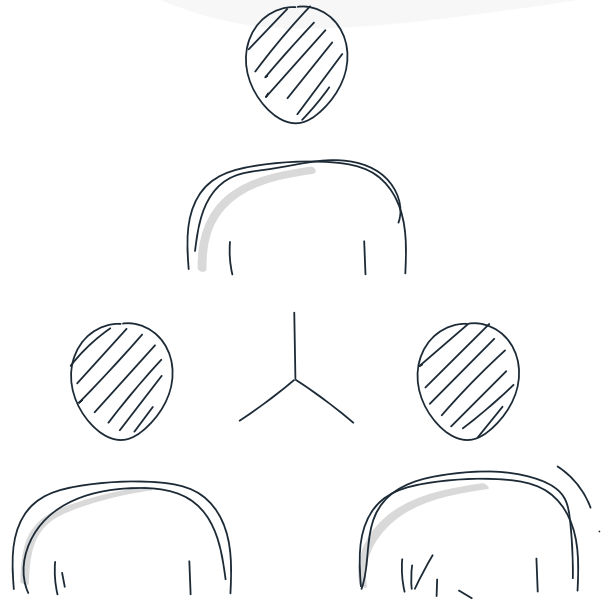
The expertise and knowledge of our MS Care Centre staff enable us to meet the needs of residents in the low to high care dependency level category. It can accommodate a maximum of six high-care dependency residents at any one time with hoist-assisted beds. Referrals or enquiries for admission may come from acute hospitals, discharge coordinators, community-based professionals or directly from a person with MS. English is the language spoken at the MS Care Centre and we can facilitate residents who do not speak English by providing the support of an interpretative service.



## 2.3 MS Ireland Branches

MS Ireland has dedicated teams of volunteers in our voluntary Branches around the country. Branches throughout the country provide a range of services, social opportunities and support for people with MS and their families. Branches are self-financing and organise a number of fundraising activities to support their work. Branches are supported by MS Ireland staff nationally and regionally. Branches are run for people affected by MS, by people affected by MS and their friends and family.

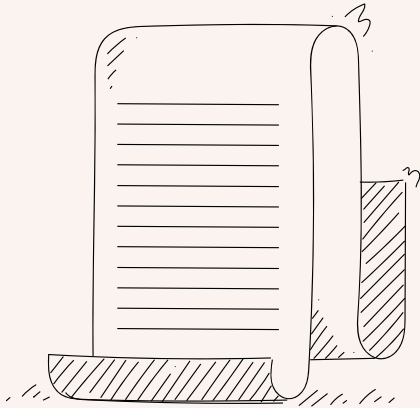
The role of the branch involves providing a range of support services to PwMS and their families. The services and activities provided by the voluntary branches vary from branch to branch.



### The core activities of each Branch are carried out by volunteers and they include:

- Promoting the work of the Branch and MS Ireland.
- Work in cooperation with the Regional Office to plan for regional activities and services.
- To provide financial assistance in conjunction with the MS Ireland Community Worker in the region.
- To organise social activities.
- To undertake fundraising activities e.g. Church Gate Collections, flag days, bag packing, collections, etc.

## 03 Volunteer relations and expectations

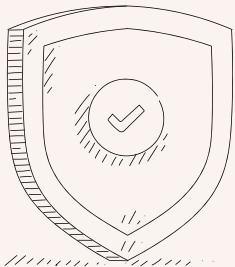


### 3.1. Scope and Responsibility

Volunteers are individuals who contribute their time in a variety of ways as opportunities arise. It is understood that volunteers give their time freely, and are not in any contract of service.

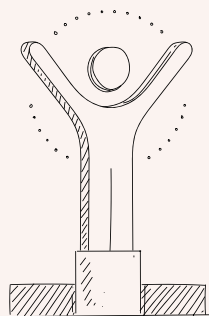
Overall responsibility for volunteers lies with the voluntary board of MS Ireland. However, the implementation of all policies falls under the authority of the Chief Executive and his/her Senior Management Team. They will implement various policies and procedures to facilitate volunteering in MS Ireland.

It is the role of the Services Development Co-Ordinator to ensure all paperwork (including completed Volunteer Form and Garda Vetting) is completed. They will also ensure that volunteers will receive an induction to the assigned role. All relevant documentation will be stored on the CRM system (Salesforce). Each volunteer will be assigned an appropriate member of staff who will liaise directly with them. The Branch Development Officer is the key contact for branch members/ volunteers. The Person in Charge (PIC) or the Services Manager are the key contacts for volunteers in the MS Care Centre.



### 3.2. Eligibility

Volunteers are individuals who contribute their time in a variety of ways as opportunities arise. Volunteering is open to anyone. Individuals however, must be able to demonstrate a commitment to the aims of the organisation and fulfil the relevant eligibility criteria for the specific volunteer role. While MS Ireland wishes to facilitate all volunteers, the skills and experience of some volunteers may not always match the needs of the organisation.



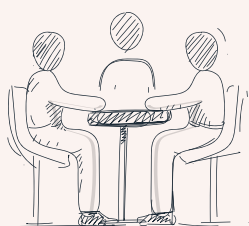
### 3.3. How to become a volunteer

To get involved in volunteering with MS Ireland, interested individuals can visit MS Ireland's website to explore different volunteering opportunities and complete a digital expression of interest form, or contact the Services Development Coordinator. Prospective volunteers are required to fill out an application form (electronically or hard copy) and meet with relevant staff to assess suitability.

**Here is the link to the digital expression of interest form: <https://www.tfaforms.com/5176399>**

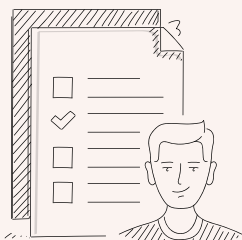


### 3.4. Relationship with MS Ireland staff



All those who work for or with MS Ireland are part of a team working to achieve organisational goals. MS Ireland treats volunteers and employees in the same regard. However, staff and volunteers have different roles and duties and it is important that both employees and volunteers are clear on the role they play in the organisation. Volunteers are appointed to enhance the capacity of paid staff not as a substitute for them.

### 3.5. Role descriptions and person specifications



Volunteers require a clear and accurate description of the role and responsibilities they are expected to undertake. Prior to any volunteer assignment or recruitment effort, a role description must be developed for each voluntary opportunity. Below are examples of the typical categories of volunteers that support MS Ireland services and activities.

This list is not exhaustive and so when a specific opportunity is identified (that is not already listed) a role description will be drafted and forwarded to the Services Development Coordinator prior to the volunteer commencing their activities. Some examples of volunteer roles include:

#### Service Volunteers

e.g. Gardeners, tutors, ICT support, musicians, artists, flower arranging, activities co-ordinator, bus drivers, professional speakers.

#### Community Leaders

e.g. Branch members

#### Governance Volunteers

e.g. Board members, committee members.

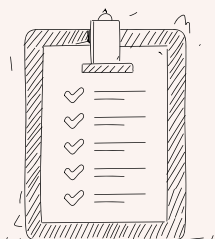
#### Fundraising Volunteers

e.g. Corporate Groups, Readathon ambassadors, bucket collectors.

#### Communication Volunteers

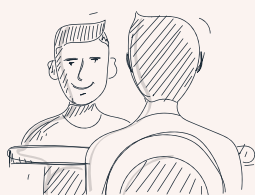
e.g. Spokespeople, bloggers, photographers.

### 3.6 Applications

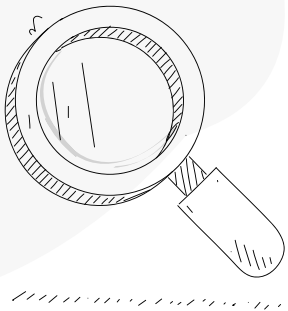


Applications from interested volunteers are welcomed. Volunteers are recruited in accordance with MS Ireland's equal opportunities policy. All volunteers are required to complete an application form (digital or hard copy). Please see appendix 3.

### 3.7 Recruitment



Anyone who shares the aims and values of MS Ireland is welcome to be considered for a volunteer role. We will provide clear information about the tasks involved, so that potential volunteers know what to expect. As part of the process, we meet with prospective volunteers to ensure the role is a good fit for them and for MS Ireland. References will be requested, and while we aim to be as inclusive as possible, we reserve the right not to proceed with an application if it is not the right match.



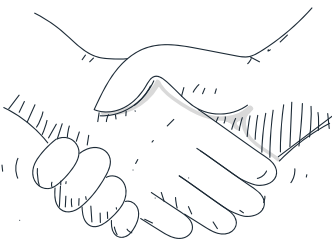
### 3.8 Checks for suitability

MS Ireland works with vulnerable adults. To ensure maximum protection for our clients and volunteers, a number of checks may be made on volunteers. These include but are not limited to:

- a. Reference checks from non-family members
- b. Qualifications and accreditations
- c. Garda Vetting

Garda Vetting is not necessary for all volunteer positions. Permission to carry out any checks will be sought from the volunteer in advance. Volunteers will be deemed unsuitable if they fail to secure a successful check if requested.

### 3.9 Volunteers' rights, roles and responsibilities:



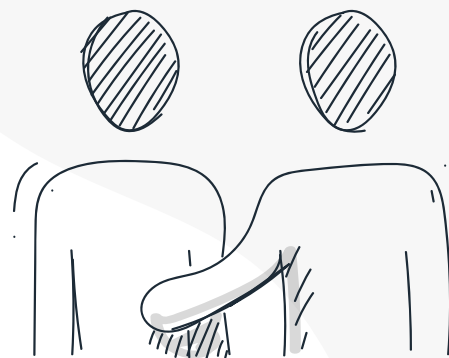
Volunteers have the right to be treated fairly, the right to effective supervision as required and the right to recognition for work well done. Volunteers will not be discriminated against on the grounds of gender, marital status, age, race, sexual orientation, religion, disability or membership of an ethnic community.

#### Volunteers will agree to:

- Actively perform their duties to the best of their abilities
- Attend training where appropriate to their duties
- Not to be under the influence of a toxicant (such as alcohol) while volunteering
- Refrain from using or operating equipment unless training has been provided
- Promote and foster a positive safe and healthy environment
- Report immediately any disclosure from a respite user at the Care Centre relating to safeguarding to the nurse on duty

## 04 Supervision and support

MS Ireland endeavours to provide the necessary support to encourage and empower volunteers to make a meaningful contribution and gain significant benefits from their voluntary work. Each staff member assigned to volunteers will provide supervision and support for volunteers under their charge.



### 4.1 Working Conditions

Volunteers are protected under the same health and safety guidelines as staff, ensuring the health and occupational safety of those working voluntarily for MS Ireland. Voluntary time commitment is never expected to match those of a full-time employee, but unscheduled absences can create organisational problems. When expecting to be absent, volunteers should inform their point of contact, where appropriate, so that alternative arrangements can be made.

### 4.2 Induction/ orientation

Volunteers will receive an induction as soon as is practicably possible after commencing their appointment. The content of the induction will vary depending on their role and a record of their induction will be kept in their volunteer's file. An induction checklist can be found in Appendix 4.

### 4.3 Volunteers at the Care Centre

The Person in Charge / National Services Manager are responsible for ensuring that appropriate policies the Health and Safety Statement of the MS Care Centre and relevant procedures are made available to all volunteers. All volunteers will have a named manager as their main contact. They will be provided with supervision as appropriate and can discuss any developments and/or problems with their named manager.

### 4.4 Volunteering arrangements and time

General time commitments for volunteering will be outlined in the volunteer advertisements. Volunteers will receive guidance from assigned personnel during their induction regarding the specifics of their volunteering responsibilities. A schedule of attendance will be agreed upon at the same time.

### 4.5 Training

All volunteers are expected to attend training when it is relevant or essential to their role (e.g. safeguarding, manual handling, etc). Ongoing training will be offered where relevant.



## 4.6 Appropriate Behaviour

Volunteers have a role to play in helping to create a positive image of MS Ireland to the wider community. It is expected that all volunteers will act in a way that fosters this image and to refrain from any actions or activities which may bring the organisation into disrepute. Volunteers are expected to work within the policies and procedures of MS Ireland and adhere to its ethos and core values. To this end, volunteers are required to sign a code of conduct (see appendix 2).

## 4.7 Confidentiality

MS Ireland respects the volunteer's right to privacy and confidentiality and adheres to all General Data Protection Regulation (hereafter, GDPR) legislation. In turn, volunteers are expected to respect the organisation and the members' confidentiality prior to, during and following their role as volunteer. Specifically, volunteers may not disclose any information of a confidential nature relating to MS Ireland, or any associates of the organisation. Volunteers may not remove any documents belonging to MS Ireland at any time without proper advance authorisation. On request at any time, and in particular on termination of the volunteer arrangement, all documents and items belonging to MS Ireland, anything containing reference to MS Ireland or any confidential information in the volunteer's possession must be returned. All volunteers are required to read a confidentiality statement (refer to appendix 5) and sign that they have understood the expectations therein. This will be kept in their file.



## 4.8 Conflict of Interest

Volunteers will always act in the best interests of MS Ireland. While working on behalf of the organisation, volunteers may not, whether directly or indirectly, undertake any duties which are inconsistent with their obligations to the organisation. A conflict of interest may arise if a person's commercial, political or other associations may influence their judgement or actions when performing their duties. Volunteers must declare any potential conflict of interest with the organisation as soon as it arises.

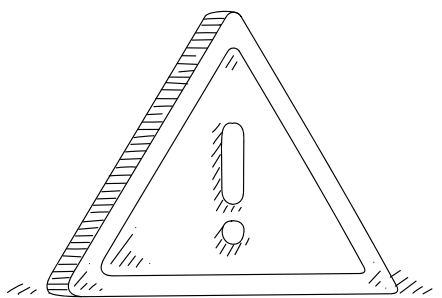
## 4.9 Gifts and hospitality

Occasionally, clients may offer money for services received. It is the policy of MS Ireland not to accept gifts. In order not to cause offence, please follow the procedures outlined below when offered money, vouchers or gifts:

- Decline any money or vouchers offered, expressing gratitude for the offer but explaining the voluntary nature of MS Ireland.
- Accept and leave biscuits, cakes, or similar items offered by callers for everyone to enjoy.



## 4.10 Child protection and safeguarding



MS Ireland is committed to safeguarding the wellbeing of all children, young people and vulnerable adults to whom services are provided to. It is a requirement of all volunteers that they read and signed that they have understood the MS Ireland Child Protection and Safeguarding policies and procedures. Training regarding these policies will be provided.

### Volunteers are required to:

- Understand and follow relevant policies
- Immediately report any concerns or suspicions of abuse, neglect, or exploitation involving children or vulnerable adults to relevant personnel.
- Participate in relevant training
- Comply with all relevant legal requirements, including mandatory reporting obligations with support from MS Ireland staff

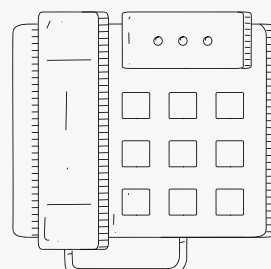
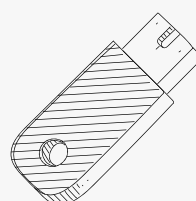
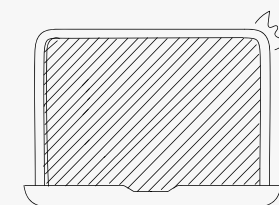
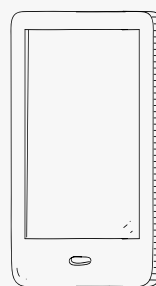
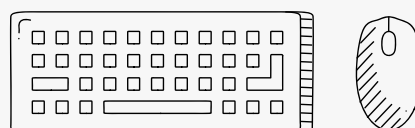
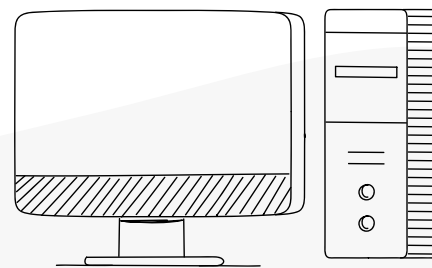
## 4.11 ICT and the use of equipment

Volunteers may need to use information technology and office equipment such as photocopiers, telephones, computers and similar items from time to time for the work that is undertaken with MS Ireland. For this reason it is important that volunteers review the MS Ireland ICT policy as part of their induction.

Occasional and necessary personal use of MS Ireland equipment is allowed. As a courtesy, volunteers should seek permission from their assigned contact person prior to use. Volunteers are requested to refrain from accessing social media sites and private e-mails while using MS Ireland laptops, phones, tablets, etc. This is to prevent the risk of malware or data breaches.

Volunteers are required to sign that they have read and understood required policies which will be shared during induction. Please see appendix 1.

Volunteers may be required to use other equipment in their day to day duties (e.g. motomed, plinth, exercise equipment, etc). If expected to operate any equipment, MS Ireland will provide training in that regard.



## 05 Leaving MS Ireland

Volunteers are asked to give as much notice as possible of their intention to leave. It is recognised that sometimes involvement with MS Ireland may end abruptly due to unforeseen circumstances. All equipment should be returned to MS Ireland when a volunteer decides to leave. Below are the guidelines for when challenges may arise.



### 5.1 Termination of the Volunteer Arrangement

MS Ireland may at any time, and for whatever reason, decide to terminate volunteer's relationships with the organisation. Similarly, volunteers may at any time, and for whatever reason, decide to terminate their relationships with MS Ireland. Notice of such decisions should be communicated at the earliest opportunity, preferably in writing.

It is MS Ireland's intention to facilitate as many volunteers as possible. However, there may be occasions where volunteers fail to meet the designated and agreed objectives and behaviours. In these cases, MS Ireland will review the relationship between the volunteer and MS Ireland.

The volunteer arrangement will be terminated if a volunteer does not adhere to the organisations rules or fails to perform their volunteer assignments satisfactorily. No volunteer's arrangement will be terminated in writing until the volunteer has had the opportunity to discuss the reasons for possible termination with their supervisor.

Grounds for termination of the volunteer arrangement include, but are not limited to the following: gross misconduct, being under the influence of drugs (including alcohol) in the course of their duties as volunteers, theft, misuse of equipment and materials, abuse of clients and co-workers, breaches of confidentiality and data protection legislation, failure to abide by MS Ireland's policies and procedures and failure to complete duties to a satisfactory standard.

### 5.2 Concerns and Grievances

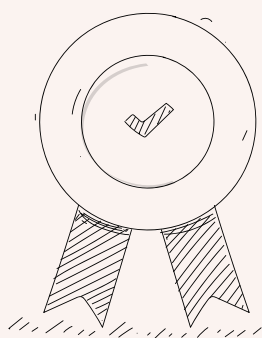
MS Ireland aims to ensure that all volunteers have a positive experience. However, there may be occasions when issues or concerns threaten this experience. If volunteers are not satisfied that issues relating to their volunteering are being handled appropriately, they are entitled to have their concerns reviewed by a Senior Manager or Chief Executive Officer, as appropriate. Their issue will be investigated in line with the grievance and disciplinary procedures (provided on request).

### 5.3 Exit interviews

Where practicable, MS Ireland will endeavour to conduct an exit interview with volunteers at the end of their service. Feedback from volunteers will enable further development of services and facilitate good communication and practice.



## 06 Support and recognition

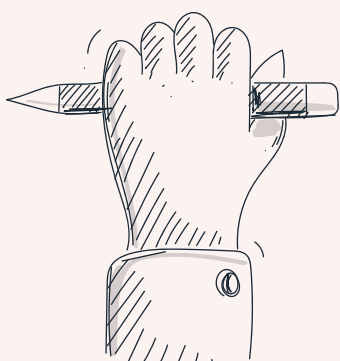


### 6.1. Recognition

Every opportunity will be taken to acknowledge and express gratitude to all volunteers for their valuable contribution to MS Ireland. Examples include supervision sessions, volunteer events, and the annual Volunteer of the Year Award.

### 6.2. Expenses

Volunteers should not expect to receive any payment for their services, other than agreed out-of-pocket expenses that they may incur in the course of undertaking voluntary work for the organisation. These expenses will be subject to the Expenses Policy of MS Ireland.



### 6.3. Personal and vocational development

Volunteers are encouraged to develop their skills while involved with the organisation and are supported in taking on additional and greater responsibilities over time, if they wish.

# Appendix 1

## Volunteer Agreement

Welcome to MS Ireland. We are grateful for your decision to volunteer with us and contribute to our mission of supporting individuals affected by multiple sclerosis. This agreement outlines the responsibilities and expectations of both the volunteer and MS Ireland to ensure a productive and rewarding experience for all parties involved.

## Volunteer Responsibilities

- 1. **Commitment:** Volunteers are expected to commit to their agreed schedule and inform their supervisor as soon as possible if they are unable to fulfill their duties.
- 2. **Conduct:** Volunteers should maintain a professional and respectful demeanor at all times, adhering to the policies and values of MS Ireland.
- 3. **Confidentiality:** Volunteers must respect the privacy of clients and handle all personal information with confidentiality.
- 4. **Training:** Volunteers are required to participate in any training sessions provided to ensure they are well-prepared for their roles.
- 5. **Health and Safety:** Volunteers should adhere to all health and safety guidelines provided by MS Ireland to ensure a safe environment for everyone.

## MS Ireland’s Responsibilities

- 1. **Support and Supervision:** MS Ireland will provide volunteers with the necessary support and supervision to carry out their roles effectively.
- 2. **Training:** MS Ireland will offer training to ensure volunteers are equipped with the knowledge and skills needed for their positions.
- 3. **Respect and Inclusion:** MS Ireland is committed to treating all volunteers with respect and ensuring an inclusive environment where everyone feels valued.
- 4. **Communication:** MS Ireland will maintain open lines of communication, providing volunteers with regular updates and feedback.
- 5. **Recognition:** MS Ireland will acknowledge and appreciate the contributions of volunteers through various recognition programs.

## Agreement

By signing this agreement, I acknowledge that I have read, understood, and agree to adhere to the responsibilities and expectations outlined above.

Volunteer Name:

MS Ireland Staff Member Name

Volunteer Signature:

MS Ireland Staff Member Signature

Date:

Date:

Thank you for your commitment and dedication to MS Ireland. Your support is invaluable in helping us achieve our mission.

## Appendix 2

### Code of Conduct

The purpose of the Code of Conduct for Volunteers is to set out the standards of behaviour expected from volunteers of MS Ireland. All volunteers should ensure that they have read and comply with this Code of Conduct. Please note volunteer members of the board of directors are required to read, comply with and sign a separate code of conduct document.

### Volunteers should maintain the highest standards of behaviour in the performance of their duties by:

- Fulfilling their role as outlined in their written volunteer role description to a satisfactory standard;
- Performing their volunteer role to the best of their ability in a safe, efficient and competent way;
- Following the charity's policies and procedures as well as any instructions or directions reasonably given to them;
- Acting honestly, responsibly and with integrity;
- Treating others with fairness, equality, dignity and respect;
- Raising concerns about possible wrongdoing witnessed by the volunteer in the course of the volunteer's role with MS Ireland with an assigned staff member or the Services Development Coordinator.
- Meeting time and task commitments and providing sufficient notice when they will not be available so that alternative arrangements can be made;
- Acting in a way that is in line with the purpose and values of MS Ireland and that enhances the work of the charity;
- Communicating respectfully and honestly at all times;
- Observing safety procedures, including any obligations concerning the safety, health and welfare of other people in line with training provided to volunteers;
- Reporting any health and safety concerns;
- Directing any questions regarding MS Ireland's policies, procedures, support or supervision to the volunteer's supervisor or Services Development Coordinator;
- Addressing any issues or difficulties about any aspect of their role or how they are managed in line with MS Ireland's grievance procedures;
- Declaring any interests that may conflict with their role or the work of the charity (e.g. business interests or employment). If any doubt arises as to what constitutes a conflict of interest, volunteers may seek guidance from the Services Development Coordinator;
- Keeping confidential matters confidential;
- Exercising caution and care with any documents, material or devices, containing confidential information and at the end of their involvement with MS Ireland returning any such documents, material in their possession;
- Seeking authorisation before communicating externally on behalf of MS Ireland;
- Maintaining an appropriate standard of dress and personal hygiene;
- Disclosing the fact that they have been charged with, or convicted of a criminal offence by prosecuting authorities (or given the benefit of the Probation of Offenders Act 1907 as amended) to MS Ireland. For the avoidance of doubt, volunteers are not required to disclose the fact or details of 'spent convictions' under the Criminal Justice (Spent Convictions and Certain Disclosures) Act 2016 (as amended) to MS Ireland.
- The volunteer will support the organisation's mission and actively promote it.
- The volunteer will seek to maintain and promote integrity, good governance, effectiveness and efficiency for the delivery of the organisation's mission.

## Volunteers are expected NOT to:

- Bring the charity into disrepute (including through the use of email, social media and other internet sites, engaging with media, etc.);
- Seek or accept any gifts, rewards, benefits or hospitality in the course of their role;
- Engage in any activity that may cause physical or mental harm or distress to another person (such as verbal abuse, physical abuse, assault, bullying, or discrimination or harassment on the grounds of gender, civil status, family status, sexual orientation, religion, age, disability, race or membership of the Traveller community);
- Be affected by alcohol, drugs, or medication which will affect their abilities to carry out their duties and responsibilities while volunteering;
- Provide a false or misleading statement, declaration, document, record or claim in respect of MS Ireland, its volunteers, employees or charity trustees;
- Engage in any activity that may damage property;
- Take unauthorised possession of property that does not belong to them.
- Engage in illegal activity while carrying out their role.
- Improperly disclose, during or after their involvement with MS Ireland ends, confidential information gained in the course of their role with MS Ireland.

Where a volunteer is found to be in breach of the standards outlined in this Code of Conduct or any of MS Ireland's other policies and procedures this may result in the volunteer's position being terminated. Notwithstanding the foregoing, volunteers should note that MS Ireland may terminate a volunteer's position without cause.

Volunteers acknowledge that no employment relationship is created in the context of their role with MS Ireland.

The board of charity trustees will review the Code of Conduct for Volunteers at 3-year intervals. The Services Development Coordinator is responsible for ensuring that this policy is implemented effectively. All other staff and volunteers, including charity trustees, are expected to facilitate this process.

Volunteer Name in full:

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Volunteer Signature:

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Date:

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## Appendix 3

### Volunteer Application Form

Multiple Sclerosis Ireland has a strong tradition of volunteering. We welcome all those interested in supporting our work through volunteering.

Please fill in the form below to outline your interest. We endeavour at all times to find a volunteering opportunity that suits your availability and skills.

#### Garda Vetting

In accordance with our commitment to providing a safe environment for all, Garda vetting is required for all volunteers in the Care Centre and all positions that involve direct engagement with people living with MS. Not all volunteer positions require Garda vetting.

Please indicate here if you are willing to undergo Garda vetting:

☐

Yes

☐

No

#### General Data Protection Regulation (GDPR)

We are committed to protecting and respecting your privacy. The information collected in this application will be used solely for volunteer management purposes and will be stored in compliance with the General Data Protection Regulation (GDPR). By submitting this form, you consent to the processing of your data in accordance with our privacy policy. MS Ireland will retain your information for a period of seven years.

#### Your Details:

Name:

Address:

Mobile:

Email:

DOB:

## Volunteering Opportunities

**Are you applying for a particular role that was advertised by MS Ireland? If so, what is this position?**

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**Are you applying to volunteer your time and skills generally? If so, which area of our work would you like to help us with?**

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**Are you looking for a once-off, short-term or long-term volunteer commitment?**

☐

Once off

☐

Medium term (3-6 months)

☐

Short-term (less than 3 months)

☐

Long-term (more than 6 months)

**What time commitment could you give to volunteering?**

☐

Monday

☐

Morning

☐

Afternoon

☐

Evening

☐

Tuesday

☐

Morning

☐

Afternoon

☐

Evening

☐

Wednesday

☐

Morning

☐

Afternoon

☐

Evening

☐

Thursday

☐

Morning

☐

Afternoon

☐

Evening

☐

Friday

☐

Morning

☐

Afternoon

☐

Evening

☐

Saturday

☐

Morning

☐

Afternoon

☐

Evening

☐

Sunday

☐

Morning

☐

Afternoon

☐

Evening

**Please indicate your preference of in-person or online/remote volunteering:**

☐

In-person

☐

Online / remote



## Inclusivity and Accessibility

MS Ireland is committed to creating an inclusive environment that welcomes volunteers of all abilities. We believe that everyone has valuable contributions to make, and we strive to provide appropriate accommodations to ensure that all volunteers can participate fully.

### Do you require any specific accommodations or support to perform volunteer duties?

☐

Yes

☐

No

If yes, please specify:

---

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---

### Why would you like to volunteer with MS Ireland?

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## Your Skills and Experience

Not all volunteering roles require particular skills or experience, so please include anything you feel may be worth noting, big or small. Remember to include other volunteering experiences.

### What skills and experience can you bring to MS Ireland? If you have a CV, please include separately.

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**Your Skills and Experience (contd.)**

**What skills would you like to develop while volunteering?**

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**Please describe your proficiency (if relevant) with digital tools and technologies. Include any specific software, platforms, or skills you are comfortable using, such as email, social media, virtual meeting platforms, graphic design, website management, data management, or any other relevant digital competencies.**

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**References**

**Please provide the names and contact details of two referees (who are not related to you) that you are happy for us to contact.**

Name:  

---

Position/  
Title:  

---

Organisation:  

---

Telephone:  

---

Email:  

---

Relationship  
to you:  

---

Name:  

---

Position/  
Title:  

---

Organisation:  

---

Telephone:  

---

Email:  

---

Relationship  
to you:  

---

## Appendix 4

### Induction Checklist

#### MS Ireland Volunteer Induction Checklist

##### 1. Pre-Induction Preparation

- ☐ Send a welcome email with induction details and schedule.
- ☐ Prepare volunteer induction pack (handbook and MS Ireland Services leaflet).
- ☐ Ensure all necessary forms are completed (application with consent, Garda vetting).

##### 2. Introduction to the Organisation

- ☐ Welcome and introduction to key staff and volunteers.
- ☐ Overview of the organisation's mission, vision, and values.
- ☐ Explanation of the organisation's structure and key programmes.
- ☐ Tour of the facilities and introduction to workspaces (e.g. Care Centre).

##### 3. Role and Responsibilities

- ☐ Review of the volunteer role descriptor.
- ☐ Clarification of specific duties and responsibilities.
- ☐ Explanation of expected time commitment and scheduling.
- ☐ Discussion of goals and objectives for the volunteer role.

##### 4. Policies and Procedures

- ☐ Overview of key policies (health and safety, confidentiality, equal opportunities).
- ☐ Explanation of the code of conduct and volunteer agreement.
- ☐ Information on reporting procedures and whom to contact in case of issues.
- ☐ Discussion of data protection and GDPR compliance.

##### 5. Training and Development

- ☐ Outline of any initial training sessions (dates and times).
- ☐ Explanation of ongoing training and development opportunities.

## MS Ireland Volunteer Induction Checklist (contd.)

### 6. Health and Safety

- ☐ Explanation of health and safety procedures and protocols.
- ☐ Information on emergency procedures (fire exits, first aid).
- ☐ Introduction to health and safety officer or contact person.
- ☐ Provision of personal protective equipment (if applicable).

### 7. Support and Supervision

- ☐ Introduction to the assigned supervisor.
- ☐ Explanation of the support structure and regular check-ins.
- ☐ Information on feedback mechanisms and how to raise concerns.

### 8. Administrative Details

- ☐ Collection of emergency contact information.
- ☐ Issuance of ID lanyard (if applicable).
- ☐ Provision of any necessary equipment or materials.
- ☐ Setup of email or other communication accounts (if applicable).

### 9. Final Steps

- ☐ Review and sign volunteer agreement.
- ☐ Confirm understanding of roles, responsibilities, and policies.
- ☐ Schedule first volunteer shift or meeting.
- ☐ Provide contact details for further questions or support.

## Appendix 5

### Confidentiality Statement

As a volunteer with MS Ireland, you may have access to sensitive and confidential information about our clients/respite users, staff, and the organisation. It is imperative that this information is handled with the utmost care and discretion. This confidentiality statement outlines your responsibilities in protecting such information.

#### Confidentiality Obligations

1. Confidential Information: Confidential information includes, but is not limited to, personal details of clients, health records, financial information, organisational plans, and any other data deemed confidential by MS Ireland.
2. Non-Disclosure: You agree not to disclose any confidential information to any third party without the explicit consent of MS Ireland, except where required by law.
3. Security: You agree to take all necessary precautions to protect confidential information from unauthorized access, use, or disclosure.
4. Use of Information: Confidential information should only be used for the purposes of fulfilling your volunteer duties and responsibilities with MS Ireland.
5. Termination of Agreement: Upon the conclusion of your volunteer role, whether through resignation or termination, you agree to return all materials containing confidential information to MS Ireland and continue to maintain the confidentiality of the information.

#### Acknowledgment

By signing this statement, you acknowledge that you have read, understood, and agree to comply with the confidentiality obligations outlined above.

Volunteer Name:

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MS Ireland Staff Member Name

---

Volunteer Signature:

---

MS Ireland Staff Member Signature

---

Date:

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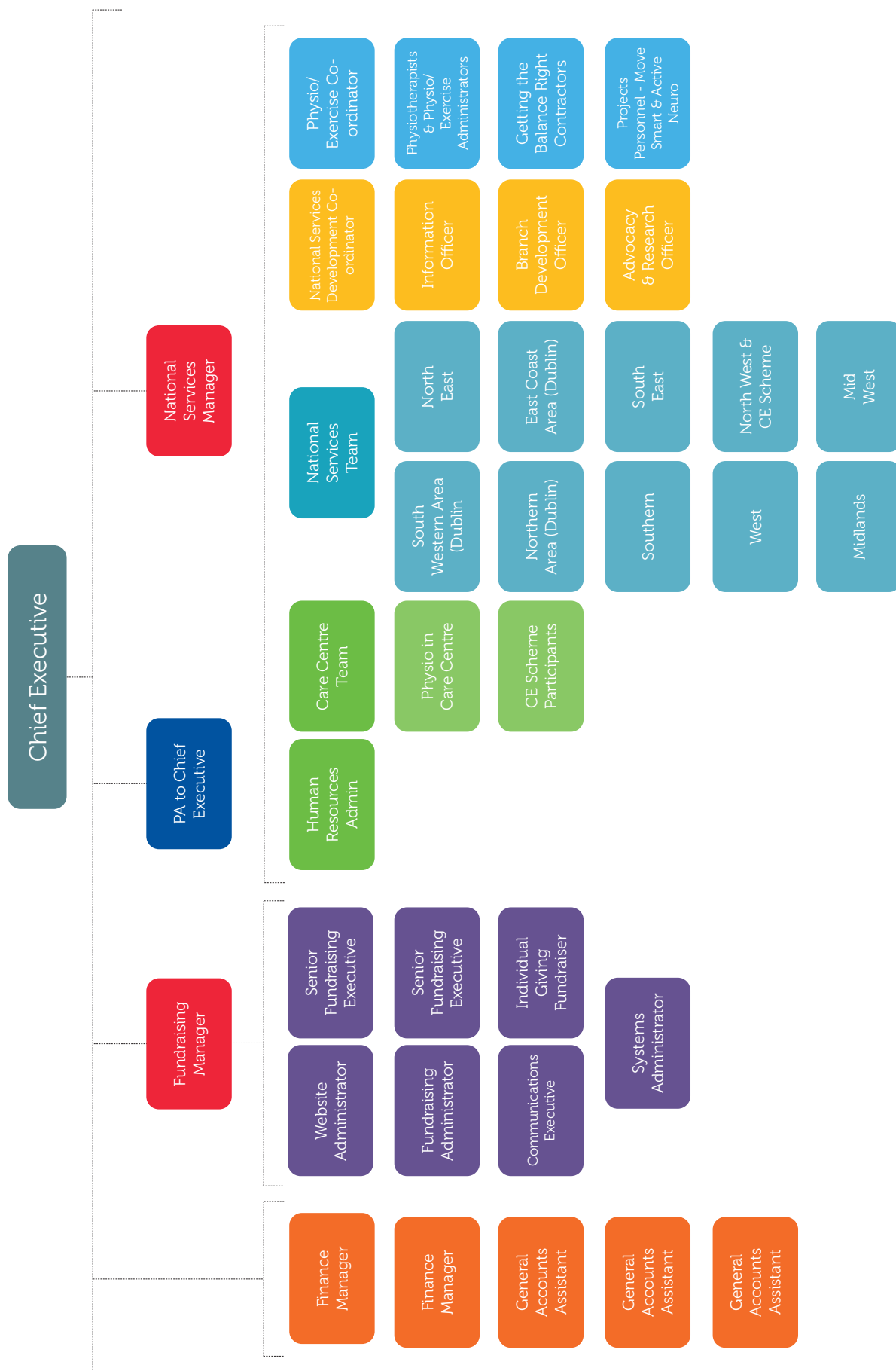
Date:

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Thank you for your commitment to maintaining the confidentiality and privacy of our clients and the organisation. Your adherence to this statement is crucial in upholding the trust and integrity of MS Ireland.

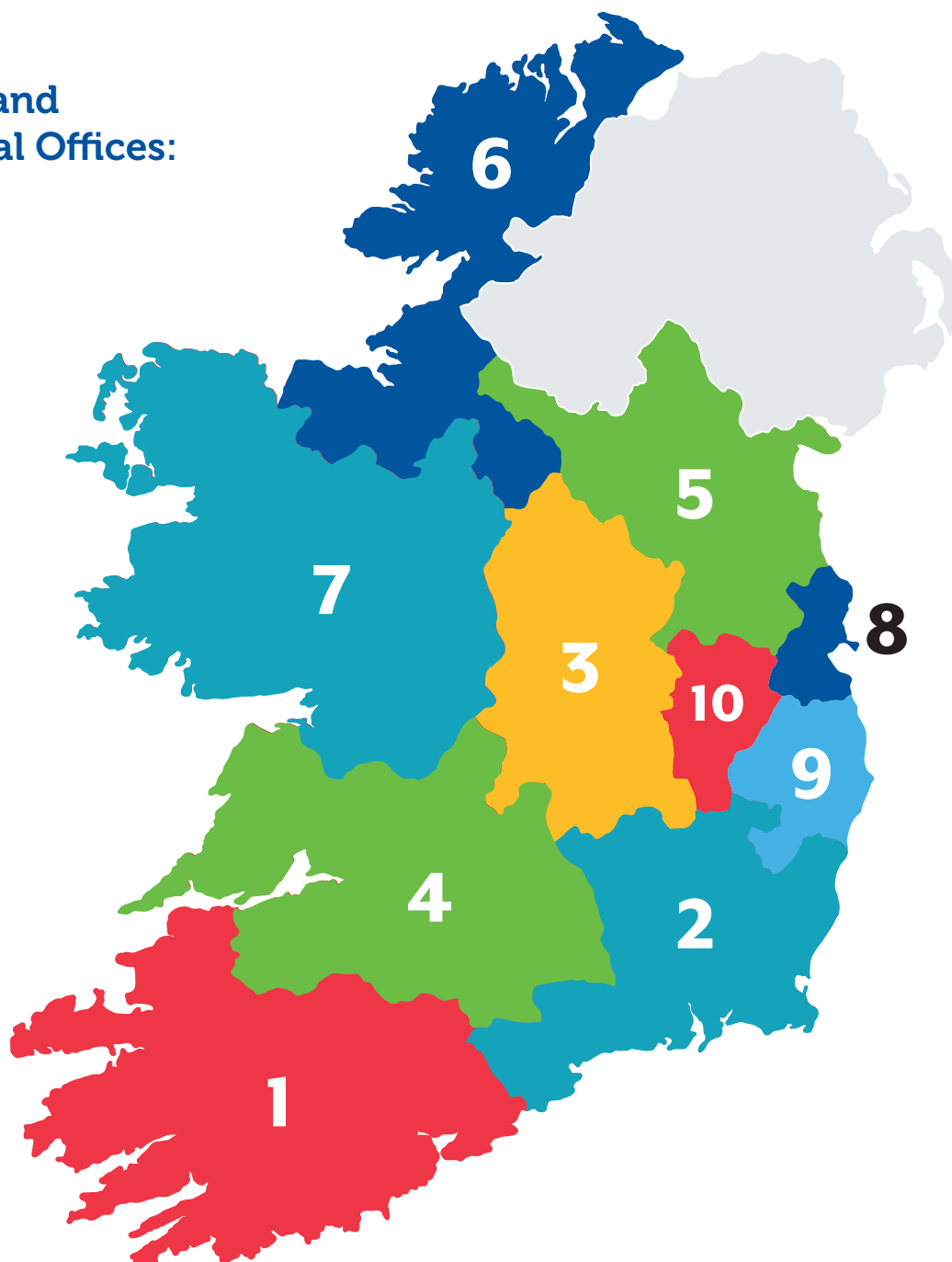
## Appendix 6

### Staff Organisational Chart





## MS Ireland Regional Offices:



**1** SOUTHERN REGION  
T: (021) 430 0001  
E: southern@ms-society.ie

**5** NORTH EAST REGION  
T: (042) 975 4304  
E: northeast@ms-society.ie

**9** SOUTH DUBLIN & EAST  
WICKLOW REGION  
T: (01) 490 5933  
E: eca@ms-society.ie

**2** SOUTH EAST REGION  
T: (056) 777 7771  
E: southeastr@ms-society.ie

**6** NORTH WEST REGION  
T: (074) 918 9027  
E: northwestr@ms-society.ie

**10** SOUTH WEST DUBLIN, KILDARE  
& WEST WICKLOW REGION  
T: (01) 490 5933  
E: swa@ms-society.ie

**3** MIDLANDS REGION  
T: (090) 647 1137  
E: midlandsr@ms-society.ie

**7** WESTERN REGION  
T: (091) 768 630  
E: westernr@ms-society.ie

**4** MID WEST REGION  
T: (061) 303 802  
E: midwest@ms-society.ie

**8** DUBLIN NORTH &  
FINGAL REGION  
T: (01) 490 5933  
E: na@ms-society.ie



**Multiple Sclerosis Ireland**

MS Care Centre, 65 Bushy Park Road, Rathgar, Dublin 6, D06 CV90T

(01) 678 1600 | MS Info Line: 0818 233 233

E: [info@ms-society.ie](mailto:info@ms-society.ie) | W: [www.ms-society.ie](http://www.ms-society.ie)

Charity Number: 05365 | CRA Number: 20007867