

Cancer Voices Network User Guide for organisations

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**UK Office, 89 Albert Embankment, London SE1 7UQ Questions about cancer?
Call the Macmillan Support Line free on 0808 808 00 00 or visit macmillan.org.uk**

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1. What is the Cancer Voices Network?

Background

The Cancer Voices Network is an online tool for people affected by cancer to sign up to become a 'Cancer Voice'. A Cancer Voice is someone affected by cancer who chooses to use their cancer experience to improve cancer services and/or raise awareness of the diverse realities of living with cancer. By "affected by cancer" Macmillan Cancer Support means someone who has - or had - a cancer diagnosis or the family, spouse, partner, carer of someone with a cancer diagnosis.

The Cancer Voices Network is a matching service that puts in contact people affected by cancer with projects and 'opportunities' to get involved in cancer services and organisations. An opportunity can range from completing a survey about their cancer care, to joining a local NHS representative patient group or contributing to a national campaign. The Cancer Voices Network is a bit like a job or dating website where people are matched by preference, experience and location. Every time a suitable opportunity is posted, an email alert will be sent. There is also a mechanism set up to allow people who don't have access to the internet a way of finding out about new opportunities that arise.

2. Using the Cancer Voices Network

2.1 Registering as an organisation

The Cancer Voices Network can be found on the Macmillan Cancer Support website www.macmillan.org.uk. From the homepage, follow the links to **Cancer Voices** and then to the **Cancer Voices Network**.

As a professional, group or organisation you can:

- (a) log on as an Email only user to receive email alerts of opportunities as they are posted by clicking '**email info only**'
- (b) log onto the Cancer Voices Network and register as an Organisation to '**add an opportunity**' for people affected by cancer

2.2 Posting an opportunity

When you register to add an opportunity, you will be asked for a user name and password. This will then register an account which will enable you to manage your opportunity, make any amendments as necessary, and see who has applied for your opportunity.

Add an opportunity

Complete the form below to add an opportunity and for initial registration of your organisation. If you have already registered you will need to **login** to:

- add new opportunities to the Exchange
- see who has applied and manage your responses
- contact Cancer Voices to apply for your opportunity
- get **resources and support** from Macmillan Cancer Voices

[I already have an account](#)

Register your opportunity

Organisation details

Organisation name *

Personal details

Note: Your password should be at least 8 characters.

User name *

Password *

You will then be asked to complete various fields to provide information on what your opportunity is about, why you are doing it, who you would like to involve, and what you would like them to do.

Final checks before posting.....

- Does the title of the opportunity sound appealing?
- Have you included details of a named person to contact if people interested in your Opportunity have any further questions?
- Have you included all the required practical information relating to the Opportunity such as time, date, venue?
- Have you given enough notice of the event or meeting to enable interested Cancer Voices to attend?
- Have you checked the spelling and grammar?

After you have completed the registration form, click **Submit Registration** at the bottom of the form.

2.3 Approval of opportunities

When you have posted an opportunity an email is sent to the Cancer Voices team notifying them that an opportunity is awaiting approval. The approval process is in place to ensure that opportunities which are perceived to be inappropriate or unsuitable are not posted live on the exchange.

What we look for when reviewing an opportunity

Types of opportunity

- Is this a genuine opportunity for a person affected by cancer (pabc) to contribute to the improvement of cancer services at Macmillan or elsewhere and/or to raise awareness of the diverse realities of living with cancer?
- Is it an appropriate opportunity for pabc to have a say and make a difference? e.g. will it be a productive experience for the person affected by cancer ?
- Could someone without an experience of cancer carry out the role? In this case is it actually a volunteering opportunity? If so, please contact our Volunteering department at vcoordinators@macmillan.org.uk
- Is the opportunity aimed at children and young people? It is currently Macmillan's policy only to post opportunities for people aged 18 or older
- Is it a fundraising opportunity? Only fundraising opportunities for Macmillan will be accepted.
- Does the opportunity involve or relate to endorsing a particular treatment or support to treatment (such as a dietary regime)? It is Macmillan's policy not to endorse any treatments or supports to treatment.
- Is the opportunity profit-making or related to a commercial venture? It is Macmillan's policy to accept only opportunities which are voluntary and not for profit.

Support

- Would participating effectively in the opportunity require specific skills, knowledge or experience? If so, have you summarised the requirements in plain English without unnecessary jargon? Have you given information about any training, induction or briefing sessions available?
- Have you planned how feedback will be given to people affected by cancer after their involvement in your opportunity ends about the impact their involvement has achieved?
- What arrangements are in place to contact Cancer Voices who apply for your opportunity but are not invited to participate?
- Could participating in the opportunity stimulate painful memories or raise distressing issues for pabc? If so, is this clear from your summary of the opportunity and what emotional support will be made available?
- If the opportunity is to participate in a piece of research have you obtained any Research Ethics Committee approval which may be required? Is information

available for the pabc who participate about confidentiality and what will happen to the data collected?

- If participating in the opportunity involves costs (e.g. travelling to a venue, eating meals away from home, staying away from home overnight) have you included details of which expenses will be reimbursed and how?

When we review an opportunity (especially if it has been posted by an organisation we are not familiar with) we will often call the individual or organisation. This provides an opportunity to clarify any information we are unsure of, or request further information we feel is necessary. It also is a way of providing a more 'personal service' whilst building a rapport with the various individuals/organisations.

However, if we contact you and you do not respond within two weeks we will consider your request to post an opportunity to be withdrawn.

We aim to get a turnaround of 1-2 days on making a decision regarding approval of the opportunity. Once approval has been given, the opportunity will be posted live on the website.

Deleting opportunities

Occasionally an opportunity may be posted which we do not feel is appropriate for the Exchange. This may be for any of a number of reasons (see above) in which case we will contact you directly and outline the reasons why we will not be posting the opportunity. The opportunity will then be removed from the approval queue.

3. Maintenance of opportunities

3.1 Emails

The majority of the activity on the Cancer Voices Network is automatically generated by the system. Once an opportunity has been posted an email is automatically sent out to the Cancer Voices registered to alert them to the new posting. Cancer Voices are then invited to apply for the opportunity through the website or by contacting the organisation directly.

3.2 Administration by the organisation

It is important to monitor the opportunity you have posted on a regular basis in order to keep it up to date. It forms part Macmillan Cancer Support's live website and therefore needs to be updated regularly.

Pending applicants

Applicants can register for the opportunity once it has been posted live on the website – when they have done this they will show as ‘pending’ applicants on the opportunity details page.

[Need help?](#)

Quick links Approval Queue

[Approval Queue](#) | [All Opportunities](#) | [All Cancer Voices](#) | [Change Password](#) | [Admin](#) | [Logout](#)

View Opportunity

If you are interested in applying for this opportunity click on apply for this opportunity below.

[Return to List](#)

Organisation	
Organisation name	Cancer Care Alliance of Teesside, South Durham & North Yorkshire Patient & Carer
Title	<input type="text"/>
First name	Ella
Last name	Sawdon
Job title	<input type="text"/>
Email address	sbailey@macmillan.org.uk
Telephone	<input type="text"/>

[Hide Cancer Voice details](#)

Cancer Voices associated with this Opportunity

These are the cancer voices that have applied for this opportunity

Name	Location	Status	
Simon Bailey	England, South West England, South East England	Pending	<input type="button" value="View"/> <input type="button" value="Accept"/> <input type="button" value="Do not accept"/>

Opportunity details

An email will automatically be sent to you, telling you that someone has applied for your opportunity. In order to respond you will need to log on to your account and view the relevant opportunity. You will then need to either accept or not accept the applicants.

There is no set definition as to when the applicants’ status should be changed to ‘accepted’, this is really left up to the organisation. It may be that you view the applicants as ‘accepted’ following the first contact. However, if there is a prolonged application process, i.e. interviews are to be held, you may want to wait until the final decision has been made. You will then need to contact the applicants individually to let them know if they have been successful and inform them of the next steps of the opportunity.

If after a week it appears that no action has been taken with regard to the pending applicants we will contact you directly. This is to ensure that the Cancer Voices are not left without a response following applying for an opportunity.

Deadlines

Each opportunity can be posted as ongoing, or you can specify a deadline for applications. Once an opportunity has reached its deadline (or is over a year old), an email will be sent to you notifying you of this.

Once the deadline has been reached there are 2 options:

- Extension of deadline

As an organisation, you are able to edit each opportunity you post. You can therefore choose to extend a deadline if the desired outcome has not been achieved, or alternatively that the opportunity has been successful and you would like to extend the recruitment.

- Archiving opportunities

Once an opportunity has passed its listed deadline (and you are happy for the opportunity to be discontinued) it will need to be archived. This will remove the opportunity off the live website. It will still be viewable to the administrators but can no longer be edited. Once an opportunity is archived the process cannot be reversed.

Please do not 'delete' it otherwise Macmillan loses access to information related to the opportunity and it cannot be included in our regular reporting.

Whilst you are able to edit your own opportunity, the Cancer Voices team will monitor the deadlines of all opportunities and if a week passes without action having been taken, contact the organisation to remind them and ask them how they would like to proceed. An administrator will therefore be responsible for extending the deadline or archiving the opportunity.

3.3 Requesting Cancer Voices

Organisation requests a Cancer Voice's involvement

You can request the involvement of a Cancer Voice, whether they are online or offline. When the request is made, an email is sent either directly to the Cancer Voice if they are registered online or to the Cancer Voices team if they are registered offline.

In the case of the offline Cancer Voice, the admin level user can then find the opportunity in the Cancer Voices Network, print the opportunity and then post it together with a covering letter to the offline Cancer Voice.

3.4 Providing offline users with information about opportunities

We highlight the website as the best way for people to register and get involved as there are some services and information they can access online that we are unable to offer to people offline at this time. However, we do try to match these services as closely as possible. Offline Cancer Voices are people who wish to be signed up as a Cancer Voice and participate in opportunities, but do not have access to the internet or email.

Offline Cancer Voices Opportunity Report

The Offline Cancer Voices Opportunity Report is a Word document containing information on all the opportunities approved since the last report was generated, which are still active. This report is created and sent out to all Offline Cancer Voices on a fortnightly basis. If a Cancer Voice is interested in participating in an opportunity they are encouraged to contact the organisation directly.

4. Further help

If you need further help or assistance please contact:

User Involvement Coordinator

Claire Alexander 020 7091 2006 calexander@macmillan.org.uk

Inclusion Projects and Administration Coordinator

Sarah McKenzie-Boyle 020 7840 4936 smckenzie@macmillan.org.uk