

Macmillan Cancer Support Volunteering Policy

Introduction

Thousands of volunteers dedicate time and energy to improve the lives of people affected by cancer. Macmillan was started by a volunteer and volunteers are still considered very much at the heart of what we do.

Our volunteers are viewed as Macmillan's face in the local community; they are integral in raising a huge amount of money to fund vital cancer services and also help us to deliver these services to people affected by cancer. They tell people we're here for them and their voices help us shape and improve cancer care.

About Macmillan Cancer Support

First set up in 1911 by Douglas Macmillan, we are the UK's leading cancer care charity. We're a source of support, helping with the things that people affected by cancer want and need.

As well as supporting people with cancer, we also help carers, families and communities. We guide people through the system, supporting them every step of the way. We also fund nurses and other health care professionals and build cancer care centres.

But we give so much more than just medical help. People need practical support at home, so we provide anything from some precious time off for a carer, to a lift to a hospital. People need emotional support, so we listen and share information through our cancer support specialists, website and trained professionals.

People need financial help to cope with the extra costs cancer can bring, so we give benefits advice and grants to help with anything from heating bills to travel costs.

Macmillan is also a major campaigning charity. We want to improve cancer care on a local and national scale, so we work with people affected by cancer to push for change. This could be anything from getting a coffee machine installed in a waiting room, to bringing about reforms in the law.

What is volunteering?

Macmillan volunteers are people who freely choose to contribute their time, energy and skills and in many cases, professional expertise to support Macmillan's work. Our volunteers are unpaid, however they should expect reimbursement for out of pocket expenses.

Volunteering at Macmillan Cancer Support

We currently have over 15,000 volunteers helping us to reach and improve the lives of everyone living with cancer. This includes members of Macmillan's Board of Trustees, who are responsible for the overall control and strategic direction of the charity.

Volunteers in our head office, support regional teams and play a huge role in fundraising. There are over 500 fundraising groups across the UK who are entirely volunteer-led and responsible for raising over £7 million each year. Volunteers also represent Macmillan in their communities and help to raise Macmillan's profile by speaking to other groups, networking and campaigning on Macmillan's behalf.

Employees of corporate partners have also volunteered their time to help run events and organise workplace activities to raise funds.

We have an internship programme which involves volunteers taking on specific projects, such as supporting our flagship fundraising event 'World's Biggest Coffee Morning'. In our head office we have an internship scheme to support their projects throughout the year.

Volunteers also speak about their own cancer experience as Cancer Voices to help change and improve cancer care across the UK. Many individuals run self-help and support groups for people affected by cancer, and many more offer support to others on our Online Community. Volunteers assist at Macmillan Information and Support Centres across the UK, providing direct support to cancer patients.

Our commitment to volunteering

Macmillan's vision for volunteering is that Macmillan volunteers will be at the heart of Macmillan's work and at the heart of every community so that the growing numbers of people living with and beyond cancer receive the holistic care and support they need.

Macmillan is committed to ensuring that volunteers receive the best possible experience whilst volunteering with us, that they will feel fulfilled, valued, and clear about the wide choice of opportunities available.

The Volunteering and Community Action team provides advice and guidance to all staff and professionals across the UK on best practice when working with volunteers and helps to ensure that volunteers are represented at every level of Macmillan's work.

What volunteers can expect from us

To ensure volunteers enjoy their role, get the most out of it and that there is a mutually beneficial relationship with the charity, our commitment to volunteers is to:

- Always treat volunteers with respect, consideration and appreciation
- Ensure volunteers have a clear idea of their responsibilities, including the length of time we'd like them to be involved in a project
- Give volunteers information about the training and support available to help them carry out their role

- Provide volunteers with support through regular meetings or discussions (the format will depend on the role)
- Offer fair, honest and timely feedback on a volunteer's work
- Update volunteers on how their work has made a difference

What we expect from our volunteers

In order to meet our commitments to people living with cancer, Macmillan expects high standards from all our supporters, whether they are paid staff or volunteers. We would ask volunteers in return to:

- Always treat Macmillan staff, supporters and fellow volunteers with respect, consideration and appreciation
- Act in a professional way when representing Macmillan in public
- Act in a way that doesn't discriminate against or exclude anyone
- Provide as much notice as possible if they are unable to fulfil their volunteering commitment, or if they no longer wish to be involved in a project
- If volunteers don't fully understand their role and responsibilities to ask their Macmillan contact for guidance

Recruitment

Macmillan welcomes volunteer applications from all areas of the community. People volunteer with Macmillan for the widest possible reasons, bringing with them their experience, skills and dedication. Macmillan respects and very much welcomes the opportunity to utilise this wealth of good will.

All volunteers will be asked to complete a standard volunteer application form. We will always seek to meet individuals who are interested in a role that is needed when they are available at a practical time. Informal interviews are carried out to ensure that the person is suitable for the role in question and that they will be a suitable ambassador of Macmillan. Selection procedures for individual volunteers must protect the charity's interests and references are sought in most cases.

If a volunteer role involves working with or supporting children, young people, or vulnerable adults, that person will be required to undergo a Criminal Records Bureau check as part of our policy on safeguarding.

We have no upper age limit for volunteers. Some roles will have minimum age restrictions to ensure we do not put younger volunteers at unnecessary risk, such as some office roles (minimum age 16) and services roles providing direct support to people affected by cancer (minimum age 18).

Equal opportunities and diversity

It is Macmillan's policy to recruit the best people with the right skills, knowledge and experience and to provide equal opportunity for all. It is a key priority for Macmillan not to discriminate against any person because of race, colour, national origin, gender, sexual orientation, religion or belief, marital status, disability or age.

Induction and Training

Your Macmillan contact will introduce you to your team and anyone else who you might be working with. They'll also go over health and safety requirements. Office volunteers will be asked to complete our online induction.

A settling in period is recommended for volunteers who will be working with us over a period of time.

We want to ensure our volunteers are happy and confident to carry out their role. Volunteers can set up an account with our online learning website Learn Zone. This provides free and easy access to a wide variety of online resources, e-learning programmes, professional development tools and information about our latest learning opportunities.

Support & supervision

Volunteers will be directly or indirectly supervised or supported by a main Macmillan contact (either a member of staff or a lead volunteer), from whom they will receive ongoing support which will be appropriate to the responsibility and frequency of their role. We ask volunteers to make a note of how each task they carry out has gone, what they did, and whether there were any issues that arose. Most volunteers will have a review meeting and the frequency of these will depend on the nature of the role and time commitment.

Reliability and commitment

It is important for volunteers to be reliable and to stick to any arrangements made with us. If a volunteer's circumstances change we request that they let their Macmillan contact know as soon as possible.

When volunteers plan to go on holiday we request that they let their Macmillan contact know that they'll be unavailable for certain dates and when they plan to return.

Dealing with Difficulties

Problems within a volunteer's role

If volunteers experience a difficulty with any aspect of their role, we ask that they speak to their Macmillan contact as soon as possible for advice and support. They will do their best to resolve the problem.

If there are concerns around a volunteer's behaviour or contribution, the matter will be discussed amicably and steps agreed to address it. These may include additional training or mentoring, and any further steps will be taken in line with our Problem-Solving Guidance. However, if these areas of concern cannot be resolved after more formal discussions, their volunteering relationship with the charity may have to cease.

Dealing with complaints

Efforts are always made to reach a mutually acceptable solution. If this proves impossible, volunteers can take the matter forward following the Macmillan Complaints Policy:

Although dealing with complaints can be difficult, it can give us a positive opportunity to improve the way we do things and provide a better service for people affected by cancer.

At Macmillan we define a complaint very broadly, as 'a statement of dissatisfaction'. This covers any kind of comment – spoken or written – which relates to dissatisfaction, whether or not it's labelled as a complaint, and whether or not it needs a formal response.

Macmillan has a centralised complaints procedure to ensure that we capture all feedback. If volunteers wish to make a complaint or they receive a complaint from someone about a service or anything to do with Macmillan's work, this must be passed on to the Volunteering department.

<http://www.macmillan.org.uk/Aboutus/ContactUs/MakeAComplaint.aspx>

or email volunteering@macmillan.org.uk

Leaving a volunteer role

Macmillan volunteer roles are subject to review to ensure that the roles complement current work and support the needs of the organisation. Volunteer roles may be available for a defined period with the possibility of continuing them if mutually agreeable.

Macmillan also recognise that volunteers may wish to leave their role and that they can do so at any time. The reasons for standing down may be sought, usually through an exit interview, which will remain confidential however findings will help staff to reflect on and where necessary improve the volunteer experience. The volunteer will be offered the opportunity to stay in touch with Macmillan's work and the chance to be involved with Macmillan at another time in the future. If requested, a volunteer can obtain a written reference from their Macmillan contact.

Taking a break from volunteer responsibilities

Circumstances may arise such as illness or a personal or family event that mean it could be advisable to take a break from volunteering responsibilities. Please let your main Macmillan contact know if this arises.

Expenses

Macmillan will reimburse volunteers for any reasonable out-of-pocket expenses. We'll only reimburse the amount spent as a result of volunteering, up to agreed maximum levels. Tickets and receipts must be provided in order to reclaim this money. It remains the decision of the volunteers as to whether they want to claim expenses or not.

Gifts

Giving or receiving gifts may give the impression of favouritism and could raise expectations of the level of support volunteers can provide in their role. As such, we ask that volunteers don't give or receive personal gifts to or from staff or anyone receiving support services from Macmillan.

Health & Safety

Macmillan is committed to looking after the health, safety and wellbeing of everyone who works for us, on our premises or uses our services. This commitment applies equally to our large team of volunteers who are vital to the services we provide.

Any activities carried out on a voluntary basis are covered by the same health and safety legislative requirements as those carried out by Macmillan employees. It's therefore important that volunteers understand and accept their personal responsibility towards promoting and maintaining health and safety standards in order to provide a safe working environment for all.

Volunteers with specific responsibilities for health and safety will receive training and guidance to help them to fulfil their responsibilities. Suitable risk assessments must be prepared for all activities being carried out in the name of Macmillan.

It's important that volunteers:

- Carry out duties without endangering either their health and safety or that of colleagues, third parties and/or the general public
- Comply with all relevant instructions and procedures relating to safety and follow guidance provided by Macmillan
- Inform their Macmillan contact of any personal health and safety requirements that they may have

If any volunteers have any doubts regarding their health and safety responsibilities they should speak to their Macmillan contact as soon as possible.

Insurance

Employers liability insurance

This includes volunteers when they are engaged on Macmillan business. If a volunteer suffers injury, illness or death whilst on Macmillan business, where Macmillan were found to be negligent, our Employers Liability insurance would cover this up to a limit of indemnity of £10,000,000.

Public liability insurance

Registered volunteers are covered by our public liability insurance when carrying out duties on our behalf. This covers our legal liability to pay compensation for injuries or illness to a third party or damage to the property of third parties, which are due to Macmillan's negligence at fundraising or other events. It does not cover pure accidents or malicious damage.

Cash handling

Two people must be involved in the receipt, counting and logging of all donations to the charity. This applies to volunteers who may be involved in counting coins from collecting tins, boxes and buckets.

Macmillan is only insured for stolen cash or funds in the following circumstances:

- Up to £5,000 within office hours in a staffed office (not private homes)
- Up to £1,500 outside office hours if locked in a proper safe
- Up to £250 outside office hours if locked in a drawer or filling cabinet

Macmillan is only insured for stolen cash in transit to the bank in the following circumstances:

- Up to £2,000 – carried by 1 able bodied person
- Up to £5,000 – carried by 2 able bodied people

Car drivers

If volunteers are involved in an activity for Macmillan that involves using their own car they must inform their insurers. Most insurance companies agree to cover car journeys at no extra charge. Volunteers' cars will not be covered by the Macmillan insurance described above. We can provide volunteers with a copy of a template letter that can be used to inform insurance companies of any intent to drive as part of a voluntary role.

Confidentiality

Volunteers must maintain confidentiality during their time with Macmillan. For this reason, when volunteers are invited to complete an application form they are also signing a confidentiality declaration. This means that confidential information about people we support, volunteers, Macmillan employees and our work is kept private, unless sharing this information is required by law.

Boundaries

Clear boundaries are important for staff, volunteers and service users. They enable us to carry out a service according to agreed expectations and ensures that everyone receives the same quality of service.

We realise that staff and volunteers may sometimes have contact with clients in a personal capacity – as friends, family or colleagues. In this situation, please take care to avoid any apparent conflict of interest.

Personal safety and ID cards

On the application form volunteers will be asked to provide us with an emergency contact, who we will contact in the unlikely event of an emergency. If it's required for a specific

role, volunteers will be issued with a Macmillan volunteer ID card which we request is always taken when carrying out volunteer activities.

Data protection

Before we can collect, store, or use data about an individual, the law requires us to ensure that we have that individual's consent to do so. The way we do this is by using what we call 'Data Protection Statements'. Our statements comply with the Data Protection Act. This is a legal act that protects people's personal information.

Volunteers may have access to and handle the personal information of the people they are helping. It's vital that they are aware of our policy, which their Macmillan contact can provide.

Volunteering and Community Action

Macmillan Cancer Support

89 Albert Embankment, London, SE1 7UQ

Email: volunteering@macmillan.org.uk

Website: www.macmillan.org.uk

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Registered Charity number (Scotland): SC039907

Registered Charity number (Isle of Man): 604

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