Make time matter and develop your skills through volunteering
Hello,

Thank you so much for volunteering with Macmillan.

As a volunteer, you’re central to the work Macmillan does. No matter how much or how little time you give, you make a real difference to the lives of people affected by cancer.

We’re here to help you make the most of your time with us, and that’s where this Development Journal comes in. It’s been created to help you develop within your volunteer role, and it can be used alongside the wide range of other learning and development opportunities that we offer. I do hope that you enjoy using it.

Best wishes,

Joelle Leader,
Volunteering Director
What’s inside your Macmillan Development Journal?

1. **Make a plan**
   Set your goals and track your progress

2. **Make the most of your experiences**
   Reflect on your volunteering

3. **Make your next steps count**
   Find out where they could take you...
Your Macmillan Development Journal – make it your own

This Development Journal is your place to write down all the things you experience and learn while you’re volunteering. We hope that you find it a useful tool in helping you to set goals, reflect on your volunteering time and review your achievements.

It’s been designed to be used in a way that works best for you. So, whether you choose to keep it private or to share it with your volunteer manager, it’s entirely your call.

And, not only can you use this journal for reflection, but you can also take it to your next role to demonstrate how you gained new skills and made your time matter with Macmillan.

Now it’s over to you...
Make a plan
Set your goals and track your progress

List the top five skills and areas of knowledge you bring to your role

1
2
3
4
5
Write five areas you’d like to develop
Develop your skills

To get started on your learning journey, why not take a look at the development path below and discover all the learning and development opportunities that are available to you? Whichever skills or knowledge area you choose to develop, always make sure that the new skills will help you in your current volunteer role, or the next volunteer role you’re hoping to undertake with Macmillan. You can speak to your volunteer manager about your goals, or visit learnzone.org.uk/volunteers

Follow the paths below to see the range of ways that you can develop new skills and knowledge. Check out page 38 to find out where your skills could take you.

**Key**

*Available from learnzone.org.uk/volunteers – Macmillan’s online learning portal.
If you’d like to develop within your role through any of these activities, speak to your volunteer manager or check out macmillan.org.uk/volunteerlearning
Keep track of your progress

A skills wheel is an effective and easy way of measuring the progress you are making towards your goals.

When you begin using this journal – or whenever you begin in a new volunteering role – jot down the five areas in which you’d most like to develop in the boxes marked A to E (simply copy these across from page 5 if you completed them earlier).

Mark your current confidence level for each development area with a dot next to a score between 1 and 5 (where 1 indicates not being at all confident in your ability in that area and 5 indicates being extremely confident in your ability in that area). Then, join the dots between the development areas to form a wheel.

To chart your progress in your role, just take a different colour pen or pencil and revisit the exercise at regular intervals using the same wheel. You’ll be able to see the progress that you’ve made, and it might help you to identify what your next priorities could be in your personal development.
Look at how you’ve developed your skills and made your time matter.

We have included some blank wheels in this journal which you can use if your role changes, you take on an additional role, or you think of further areas for development.

Key
- Where I felt I was at the start
- Where I feel I am now
Mark your current confidence level for each development area with a dot next to a score between 1 and 5 (where 1 indicates not being at all confident in your ability in that area and 5 indicates being extremely confident in your ability in that area). Then, join the dots between the development areas to form a wheel.
Make the most of your experiences
Reflect on your volunteering

Keep it confidential. For privacy, please only use people’s initials in your reflections, and don’t refer to anything that can directly identify them, eg their job title, address or personal details.

Date / /

What did you learn today?

eg I need to be confident in my ideas in my fundraising committee meeting as they are good ones!

Date / /

What is the one thing that you could improve on?

eg I need to learn to not be afraid to ask.
What further development do you think would help you?

eg maybe how to be more persuasive. I’ll let my volunteer manager know I’m keen to develop these skills and I’ll check learnzone.org.uk for resources to support me.

How could you share what you’ve learned with others?

eg I could post on We Give Our Time - the online space for volunteers to chat and gain peer support - to let other people know about how I used my volunteering time to develop my skills.
What did you find easy today that you used to find difficult?

eg I felt really comfortable in signposting people to support because I understand what’s available.

Was there anything that you struggled with today?

eg I found it difficult to manage my time and get everything done that I wanted to.
What do you think could help stretch you even further?

eg I’d like to develop my time management skills. I’ll let my volunteer manager know this is one of my personal development goals and I’ll look for support at learnzone.org.uk

How could you support a volunteer who is new to their role?

eg I could offer to become a buddy to another volunteer.
What I’ve learned while volunteering for Macmillan

You can record the learning activities that you have carried out in your role here, with the option of getting your volunteer manager to sign the section if you like.

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<th>Learning activities</th>
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Learning activities include:

**Shadowing** – accompanying a fellow volunteer or Macmillan staff member

**LearnZone** – courses on our online learning portal

**Reading** – toolkits, information and literature relevant to your role

**Buddying** – team up with a fellow volunteer

**Face to face training** – organised through your volunteer manager

If you’d like to find out more about these activities, speak to your volunteer manager or check out [macmillan.org.uk/volunteer](http://www.macmillan.org.uk/volunteer)
Make your next steps count – find out where they could take you…

However you have chosen to give your time to Macmillan and support people affected by cancer, the opportunities that could arise from your enhanced skills and experiences are endless.

Follow the paths below to see the benefits of your new skills, and find out not only how you can use them in your current role, but also where they could take you as your volunteering evolves over time.

**Skills & knowledge areas**

We Are Macmillan

- Motivating, leading or coordinating others
- Supporting people affected by cancer

Communications

Personal effectiveness

- Developing tools to make you more effective at home, at work and when you’re volunteering.
- Confidence to explore the range of volunteering opportunities within Macmillan.
- Enhancing your CV.
If you’d like to find out more about the options and opportunities that are mentioned below, please speak to your volunteer manager or visit [macmillan.org.uk/volunteerlearning](http://macmillan.org.uk/volunteerlearning).

**Developing the tools to support and motivate others.**

- Becoming a buddy for another volunteer.
- Confidence to tell others about our services and support.
- Taking on a role as a Macmillan representative or speaker.

**Enhancing your CV.**

- Becoming a Chair of local Fundraising Group.
- Becoming a Fundraising Area Chair.
- Becoming a Lead Volunteer in our Direct Volunteering Service.
- Becoming a Collections Coordinator.
- Becoming a buddy for another volunteer.

**Confidence to join Macmillan’s Online Community.**

- Becoming an emotional support volunteer within your local community.
- Becoming an emotional support volunteer over the telephone.
- Becoming a practical support volunteer within your local community.
- Confidence to give reassurance to carers.
- Gaining a qualification from a ‘Cancer Support’ course.

**Enhancing your CV.**

- Becoming an expert in using Twitter and Facebook to benefit both yourself and your role.
- Becoming a volunteer who gives talks about Macmillan.
- Taking on a press and PR volunteer role.
Want to know more?

**Macmillan LearnZone**  
Macmillan’s online learning portal where you can get free and easy access to a wide variety of learning resources, online courses and professional development tools.  
[learnzone.org.uk/volunteers](learnzone.org.uk/volunteers)

**be.macmillan**  
Where you can make your own event posters, order free cancer information and find out about our brand.  
[be.macmillan.org.uk](be.macmillan.org.uk)

**Share your volunteering stories or photos**  
Join *We Give Our Time* – Macmillan’s online community for volunteers.  
[macmillan.org.uk/wegiveourtime](macmillan.org.uk/wegiveourtime)

For all the latest news, follow us on Twitter [@MacmillanVol](https://twitter.com/MacmillanVol)  
or at [facebook.com/macmillanvolunteering](https://facebook.com/macmillanvolunteering)

**Are you ready for your next volunteering challenge?**  
Visit the Volunteering Village to find new opportunities available in your local area at [macmillan.org.uk/volunteer](macmillan.org.uk/volunteer)  
or call **0300 1000 020.**
Volunteers are at the heart of Macmillan. Whether you can spare minutes or months, hours or days, the time you give by volunteering with Macmillan really does matter – helping us make sure no one faces cancer alone.

And now there are even more ways to get involved, from cheering at events, to offering a helping hand to someone in their home, lending an ear in our information centres or even leading a walk to help people affected by cancer get and stay active.

To discover more, go to macmillan.org.uk/volunteer or call 0300 1000 200