RIGHT THERE TOGETHER
TOGETHER

We’re a community of people behind people, like our Julie, who made the tea that was right there for Kwame, who ordered more foam fingers to be right there for Alex, who was standing in the rain cheering on Raquel, whose sponsorship money was right there for Priti the Macmillan support line worker, who was right there for Mike, so he could be right there for his wife, Jean.

EVERYTHING YOU NEED, RIGHT HERE

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My name’s Joelle and I’m delighted to welcome you to the Macmillan community.

I’ve had the pleasure of leading Macmillan’s volunteering department for the last seven years and in that time, I’ve found that every single volunteer brings an amazing level of passion and dedication. That’s what makes Macmillan so special and means we are right there together for people with cancer. You’re joining a community of amazing people who have loads of experience to share with you. They’re a really friendly bunch too, so I’m sure they’ll give you a great welcome.

This handbook will help you get off to the best start on your volunteering journey and act as a handy guide during your time at Macmillan.

Right now, Macmillan is focusing on what we need to do over the next few years to meet the needs of people with cancer. In this booklet, you’ll get the opportunity to read about our plans for the future and the vital role you will play in achieving them.

You’re instrumental in shaping how we move forward, so it’s important to get you involved as much as possible. And we want you to have your voice heard. That’s why we have the UK Volunteer Forum – it’s a board of Macmillan volunteers who represent the voice of volunteers to Macmillan senior management.

You can find out how to contact your Regional Forum later on in this booklet. You should also always be able to contact your Volunteer Manager who will help support you throughout your time at Macmillan.

And with such a supportive community, I hope that’s a long while.

Thank you for volunteering with us.

Joelle Leader, Volunteering Director
In 1911, a young man named Douglas Macmillan watched his father die of cancer. His father’s pain and suffering moved Douglas so much, he founded the Society for the Prevention and Relief of Cancer. Douglas wanted advice and information to be provided to all people with cancer, homes for patients at low or no cost, and voluntary nurses to attend to patients in their own homes. Times have changed since then, but much of Douglas’s legacy lives on.

We’ve continually adapted the support we offer to ensure it’s right for people today and will be in the future too. So that whatever cancer throws people’s way, we’re right there with them.

Today, around 2.5 million people are living with cancer in the UK and by 2040, this figure will rise to 5.3 million. This is because:

- more people are being diagnosed earlier
- treatments are improving
- more people are living longer after diagnosis
- more people are living longer with cancer.

But half of us will get cancer at some point in our lives. And this will put even more pressure on the already struggling NHS and social care services.

So, what we do has never been more important or urgent. We’ll continue to focus what we do around living with, rather than dying from, cancer and taking the time to understand each person’s unique needs.
**What we stand for**

Our main purpose is to help everyone with cancer live life as fully as they can.

It’s essentially our promise to people – what they should expect from us. Volunteers like you are vital in delivering our new strategy as you will meet people with cancer and other people who use our services. Together, we create a support system for when people need us most. Everyone who’s part of our community makes sure that every experience people have with us is totally, utterly, recognisably Macmillan.

**Experience Principles**

Our Experience Principles help all of us to give people with cancer these unforgettable Macmillan experiences, so they can find their best way through – whatever that means to them. The Principles also help us inspire more people to support us.

**Bringing the Experience Principles to life – the Julia way**

This is a brilliant Macmillan volunteer called Julia. When she’s not off winning awards, she’s one of our Cancer Voices as well as being a top fundraiser for us. Here’s how she totally embodies our Experience Principles of empathy, proximity, resolution, inspiration and empowerment.

**Empathy**

Julia uses her personal cancer experience to help others know what it’s like to have cancer and how to recognise and understand symptoms, treatments and side effects.

**Proximity**

She travels around the UK and speaks at loads of events to share her experience.

**Resolution**

She’s faced challenging times when undergoing cancer treatment yet continues to raise money for people with cancer.

**Inspiration**

Julia shares her story with passion and honesty, inspiring many people to donate, take part in events, volunteer and tell their own story.

**Empowerment**

She uses her role as a Cancer Voice to help people with cancer take back control of their treatment and their lives.

We just wanted to highlight how Julia gave people with cancer exceptional Macmillan experiences. We get that not everyone has the time or the desire to push themselves to these great lengths. You are immeasurably valuable to us, whatever you bring and whether you’re with us for half an hour, once a month, or for life.
Making the Macmillan Brand Shine

And why it’s so important to use it properly

Our brand is more than our logo. It’s also:

• Our reputation: who we are, what we do and what we mean to the world out there.

• Our promise to people: what they should expect from us.

• The experiences we give to everyone we meet. These experiences affect everything people understand, think and feel about us.

So understandably, we need to take care of it. As a Macmillan volunteer, you will be our representative to a wide range of people. You might also need to create promotional materials using our brand and we have a special website just for that. It’s called be.mac and you’ll find it at be.macmillan.org.uk. You can do all sorts of things on it, from making posters to ordering cancer information booklets. A lot of things can be personalised which is really easy to do as you just fill in the details on the templates.

Most importantly, everything on there is designed and written by Macmillan so you can be sure it looks right and the information is reliable. Your Volunteer Manager can show you how it all works, so grab them if you need help.
Macmillan’s strategy to help everyone with cancer

Our new strategy has six objectives that will make sure that together we’re right there with people, whatever cancer throws their way:

1. Everyone with cancer will know that they can turn to Macmillan and how we can help from the moment they are diagnosed.
2. Everyone with cancer will have a conversation about all their needs and concerns and get the support that’s right for them.
3. Everyone with cancer will have their vital needs met by high quality services.
4. Everyone with cancer that is treatable but not curable will be supported to live life as fully as they can.
5. We’ll inspire more people to give to Macmillan so we can continue to be there for people when they need us most.
6. We’ll improve the key activities which support Macmillan to do its work as efficiently and effectively as possible.

...and how you bring it to life

We can’t do it without you

Volunteers like you are essential in helping us make our strategy come to life. Just look at how some are doing just that:

When Ross was diagnosed with cancer at just 23 years old, he struggled to find anyone who understood what he was going through. This led him to volunteer at the Macmillan@Glasgow Libraries Information and Support service. This lovely inclusive community project offers everyone with cancer, no matter what their age, the time and space they need to talk.

Beau (11) and his brother Alfie (14) took part in Run January. They ran a minimum of three miles each day and tackled wind, rain, snow and ice. By the end of January, they had raised over £4,000. Beau then decided he was going to run every day last year. In 2018, Beau ran 1,456 miles for Macmillan and raised almost £28,000 through his challenge, while using every opportunity to spread the word about Macmillan.

The Macmillan Bristol Buddies cover the whole county of Bristol, including North Somerset and South Gloucestershire. Bev is a buddy that is right there for people with cancer in her local community by hanging out laundry, taking out recycling and having a chat over a cuppa.
**YOU’LL FIT RIGHT IN HERE**

*A role for everyone*

There are so many ways you can volunteer for Macmillan. Whatever you’re good at is great with us — whether you’re a top organiser, an expert tea maker, a wonderful listener or the best foam finger waver in town. Like to cheer on runners and hand out medals? Brilliant. Is managing a team of volunteers more your thing? Step this way. Want to do something practical that helps right there and then? Just say the word. We can’t wait to make the most of your skills and experience. Because we can see the huge difference volunteers like you make to people with cancer.

Some of the things you could do:

**Be part of our fundraising team**

All of the support we give people with cancer depends on this, so it really is crucial. You could:

• collect for Macmillan with other local volunteers
• represent Macmillan at events and receive cheques on our behalf
• cheer on our fabulous runners and hikers

**Help behind the scenes by:**

• providing day-to-day office support
• answering calls from people with cancer on the Macmillan Support Line
• reviewing cancer booklets.

All of our roles vary in levels of experience, time commitment, flexibility, and whether or not you meet people living with cancer.

The volunteering homepage (volunteering.macmillan.org.uk) is our hub for all volunteering opportunities. If you’re ready to try something different as a volunteer or you have the extra time, we’ve got hundreds of roles across the UK. This is also true if your commitment or the way you volunteer changes. If the right one isn’t listed, keep checking as we do advertise more as and when we need them.

If you have been affected by cancer personally or someone you know has, channelling that experience into your volunteering will help others through their journey. You’ll also get great work and life experience as a volunteer.

We welcome all ages, backgrounds and experiences. What makes you special will help us reach more people in communities that Macmillan hasn’t reached yet. Every single volunteer counts.

**WE’RE SO PROUD OF YOU**

*The unique value of volunteers*

Our volunteers come from all ages, ethnicities and working backgrounds and start their volunteering journey at different stages of their lives.

The breadth of experiences, especially those that are coming back after a cancer experience, is one of a kind.

The diversity of our volunteers helps us reach more communities that may not be aware that Macmillan is right there for everyone with cancer.

We’re so grateful you choose to share your time with us. Be in no doubt: you’re doing something amazing.
Being a Macmillan volunteer

You make us look good

Wearing Macmillan green

A t-shirt, vest, lanyard, or sash in Macmillan’s green is a beacon of light to other volunteers and supporters. You represent someone that will listen, help however possible and show real empathy.

Wearing the Macmillan brand will give you a powerful identity and with that powerful identity comes great responsibility. When volunteering for us or wearing our brand or merchandise, we expect you to uphold our values and give a recognisably Macmillan experience to everyone you meet. This means that you’ve got to:

1. Treat Macmillan staff, supporters, and fellow volunteers with respect, consideration and appreciation.
2. Ensure Macmillan stays on the right side of the law and maintains its reputation through following health and safety, legal and data protection policies.
3. Make sure you understand your role, and the standards of performance and conduct required of you.
4. Bring any support or feedback to your Volunteer Manager.
5. Let your Volunteer Manager know if you’ll be unavailable for certain dates or if your circumstances change.
6. Never smoke or drink alcohol when wearing your Macmillan kit.
While you are volunteering with us, there are some policies and procedures that apply to you that you’ve got to follow. They help us make sure volunteering is safe, legal and consistent with other areas of Macmillan’s work. You should be familiar with our policies and guidance on:

- expenses
- health and safety including lone working and driving
- speaking out
- equality, diversity and inclusion
- keeping data safe
- safeguarding
- problem solving
- cash handling (if you are fundraising).

You can find out more about these policies on LearnZone (learnzone.org.uk).

Your Volunteer Manager will make sure you know how these and any others apply to your role. Policies are updated throughout the year, so we recommend checking up every now and again. Also, remember that your Volunteer Manager is there to answer any questions and offer help.

It’s so important that people feel they can trust us to do the right thing by them. A huge part of this is making sure we keep private details private. In fact there are laws about privacy that you’ll have to follow, especially when it comes to sharing and keeping information about people that could be used to identify them. Put yourself in their shoes and you’ll see why this sort of protection is needed.

Here’s an example:
Imagine that a friend wants to take a photo of you. How would you feel if they said that they wanted to keep a copy as a memory and not share it with anyone else, versus if they told you it was going to be uploaded to their Facebook, Twitter and Instagram?

Would you want to check the photo yourself before it’s uploaded onto social media? Would you strike a particular pose? Would you rather they didn’t take your photo or upload it at all?

We all feel differently about our personal data being used in each way, so it’s really important that people are fully informed about and agree to how we will use their data. It all boils down to a few simple things you need to be aware of when you collect, use and store data like names and addresses.

Here are six easy steps to handling people’s personal data:

1. Collecting data - We should only collect what we need and be clear with people about why we are collecting it and what we’ll do with it.
2. Using data - We can only use data for the specific reasons we have collected it for and not for any other reasons that we think of later.
3. Recording data - We need to make sure information is recorded in the right place, and that it is correct and up-to-date.
4. Storing data - We need to make sure we store data somewhere secure.
5. Sharing data - We should not share data with anyone outside of Macmillan, unless we have a formal agreement in place with the person and organisation involved.
6. Getting rid of data - We need to dispose of data securely whenever we no longer need the information for the reasons we collected it.
Volunteering with us should be safe and enjoyable.

As a volunteer you are expected to follow some simple rules while volunteering with us and we have a duty to make sure you have the right information, training and support to carry out your role safely.

Keeping volunteers, staff, supporters, people who use our services and the public safe from harm is our number one priority.

People affected by cancer can be more vulnerable because of their diagnosis. As a charity, our supporters and people we support trust us and may share aspects of their lives which concern us. It’s worth bearing in mind that any adult can become vulnerable.

Macmillan’s Safeguarding team are not just there to help the people who use our services. They are also there for you, 24 hours a day, 7 days a week to offer advice and support if at any time you’re emotionally challenged by something in your volunteering role or experiencing difficulties. Your health and wellbeing is very important to us.

Safeguarding tips:

• If the situation is not life threatening, contact your Volunteer Manager. They are your first point of contact.

• You can also contact the Safeguarding Team 07595 002022 or 07793 579375. Additionally, you can email safeguarding@macmillan.org.uk. Then contact your Volunteer Manager.

• In any situation where someone’s life is in danger, always call 999.
Your Volunteer Manager is there to provide you with support and guidance – and to help you get the best from your time with Macmillan - from the moment you start volunteering with us, to when you finally hang up your green t-shirt.

You’ll have regular chats with them where you can talk about what you’re up to in your role and raise any issues or difficulties. Your manager will have had sector-leading development, mapped to MVQS - the Macmillan Volunteering Quality Standards. So, they really are well equipped to support you.

When you first start volunteering with us, your Volunteer Manager will give you a big Macmillan welcome and help you settle into your role. They’re your go to person and will continue to support you for as long as you’re with us and will answer any questions you may have.

Depending on your role, you might need to have a more formal induction and do some training. This may be in person or through e-learning modules on our online learning platform LearnZone (learnzone.org.uk). There’s lots of free training on there, so feel free to go on it whenever you like. Your Volunteer Manager will let you know what’s needed and may send you extra information too.

As you might expect, there’s a bit of admin we need to do to get you set up. Depending on your role, this might mean we do background checks, ask for references or ask you to do a bit more paperwork. We may also send you an ID badge so you can identify yourself to supporters or people we help when you’re out volunteering. Please help us by providing information or returning forms as soon as you can – it means we’ll be able to get you up and running quicker.
We really like getting in touch to keep you up to date with lots of things like training, thanking events and everything that’s crucial to your role. We also love to hear from you so please do tell us how you’re getting on or if there’s anything you need help with. Volunteering with Macmillan is very much a two-way street and we are always ready to listen and chat things through.

Here are the four main ways we keep in touch:

**Newsletters**
One of the best ways to keep up to date with all things Macmillan. They’re a great round up of what’s happening nationally and locally, including training opportunities and events, and will really help you in your role. You will automatically receive news content relevant to your role but after that, you’re very much in the driving seat. You can opt-in to receive information about ways to support Macmillan through donations, fundraising and campaigns. Also, you can choose how and when we contact you on MyMacmillan, by speaking to your Volunteer Manager or by calling the Supporter Care Hub.

**Social media**
Macmillan are on all the main channels including Facebook, Twitter, Instagram and YouTube. Our main accounts are facebook.com/macmillancancer and @macmillancancer. We also have a dedicated Macmillan volunteer Facebook page at facebook.com/MacmillanVolunteering. This is where we post volunteer opportunities and highlight volunteer stories. There are also verified regional Macmillan social media accounts and ones for individual fundraisers like World’s Biggest Coffee Morning. You can follow as many as you like.

**The Volunteer Forum**
Another way to have your voice heard is by sending your feedback to the Volunteer Forum at macmillan.org.uk/volunteerforum. The Forum is a platform for volunteers to share their experiences as well as feedback on policy, process and key organisational developments, at a national and local level. There are various Regional Forums across the UK who represent you and the UK Forum meets in London four times a year. Your insights and suggestions help us to keep improving the Macmillan volunteer experience. So, send them to volunteerforumteam@macmillan.org.uk

**Volunteer Manager**
Remember your Volunteer Manager is always there if you have any questions, need a listening ear or want more information on your role. They want to help you make the most of your time with us, so if you have ideas on how to make it better, tell them about it.
For most people, volunteering with Macmillan is an enjoyable and rewarding experience, but occasionally, problems can happen.

It could be an issue with another volunteer, or a difficulty you have in carrying out your role.

Whatever it is, we use a standard approach to make sure that we can sort things out as quickly and as fairly as possible.

We call this our Volunteer Problem Solving Policy. It has three stages:

**Stage 1 – Informal**
Wherever possible, we try to resolve problems locally and informally. This means we expect people to talk to one another and try to sort issues out between themselves. Your Volunteer Manager will usually be the person to help do this unless your problem involves them directly.

**Stage 2 – Formal**
If it’s not possible to resolve a problem informally or if it’s serious then we use a formal process to properly investigate and decide what to do about it.

If it’s being dealt with formally, we will provide you with support and information so you can prepare properly.

**Stage 3 – Appeal**
Following a formal process, volunteers can appeal the decision reached if they believe that the procedure has not been followed properly or the outcome is unreasonable. An appeal is decided by a group involving senior staff and volunteers.

For help and advice about problem solving while volunteering with Macmillan, please speak to your Volunteer Manager as soon as possible.

Please also go to LearnZone to read our full policy.
Just wanted to say ta

Awards and thanks

As a Macmillan volunteer, you’ll hear us say thank you more times than you can count and in many different ways. That’s because we believe it’s really important to remind you how much we appreciate you. We also have a number of national initiatives designed to recognise the contribution of every single one of you…

Volunteer Awards
Every year, we hold an awards ceremony where we celebrate national Volunteer Award winners. It’s a fantastic time where you and your fellow volunteers can be proud that together, you’ve been right there with people who have cancer. Nominations open each October for the next year’s awards. These can come from volunteers, Volunteer Managers, Macmillan Professionals, or anyone! For more information, go to macmillan.org.uk/volunteerawardsnominations

Thanking and acknowledgements
You may be invited to a thanking event in your area. We want to show volunteers how their impact has made a difference locally as well as share bigger updates about Macmillan that all volunteers need to know. So, be on the lookout for these invites via email.

You may also be thanked at these events with a certificate. Please don’t be embarrassed if your Volunteer Manager wants to say bravo! Your dedication and kindness mean the world to us, so take a bow.
YOUR HANDY ADDRESS BOOK

Other helpful information

Remember, your Volunteer Manager is your first port of call for support and information while you’re volunteering with us.

You can always go to them with any questions, problems or issues you might have.

Volunteer Manager

Name: 
Phone number: 
Email: 

Volunteering Hub
volunteering.macmillan.org.uk

Macmillan volunteering opportunities are listed here. Search by postcode, ways to volunteer and availability.

be.Mac
be.macmillan.org.uk

be.Mac is a fantastic resource for cancer information and promotion. You can order literature for yourself or for people living with or affected by cancer. You can also develop your own promotional templates for flyers, invitations, certificates, and more. Why not check it out and get creative!

Expenses
Concur - concursolutions.com

Macmillan reimburses volunteers’ reasonable out-of-pocket travel expenses in line with our volunteer expenses policy. It’s easy to do your expenses form, you just fill in the details online. Please make sure you keep hold of all tickets and receipts as you will need to upload photos of these to reclaim your money. Please note that we’ll only reimburse the amount that you have spent as a result of your volunteering, up to agreed maximum levels. If you need more help, check out macmillan.org.uk/get-involved/volunteering/volunteer-expenses.html or speak to your Volunteer Manager.

Driving

It’s important to note that if you drive your own car as part of your volunteering, you should speak to your insurance company first. Most insurance companies agree to cover car journeys at no extra charge but make sure you check this with your own insurance company. Your car will not be covered by Macmillan’s employer’s liability insurance. Your Volunteer Manager will be able to provide you with a copy of a template letter you can use to inform your insurance company of your plan to drive as part of your volunteer role. Macmillan will cover your petrol via Concur up to the agreed amount listed in the Volunteer Driving Policy. For more information, please read the policy on LearnZone.

Website and Macmillan Support Line
macmillan.org.uk // 0808 808 00 00

The Macmillan website is our go-to resource for people living with cancer. If they have questions, need help supporting a loved one, or if you meet a healthcare professional, direct them to the main site and they can find support. Likewise, the Support Line is available seven days a week, from 8am to 8pm. Offer both to anyone that asks you for Macmillan help.

Supporter Care Hub
0300 1000 200 // volunteering@macmillan.org.uk

If you need any printed information, merchandise or any extra help with your volunteering role or fundraising, get in touch with the Supporter Care Hub, who will be happy to help. They’re available Monday through Friday, from 9am to 5pm.

LearnZone
learnzone.org.uk

LearnZone is our online learning platform. It’s there for you 24/7 to help you expand your volunteering knowledge or answer any questions on policies relevant to volunteers. There are lots of things on there that will support your development.
Thank you

To the foam finger wavers, listeners, hooverers, cheerers, standing in the rain or in our information centres, making the tea or making someone laugh, to the ones who are with us for a minute, an hour or for life, to those who are giving something back or paying a kindness forward, and to everyone in between, we want to say thank you on behalf of us and, more importantly, the thousands of people you make a massive difference to every day.

Together, we’re here to help everyone with cancer live life as fully as they can, providing physical, financial and emotional support. So whatever cancer throws their way, we’re right there with them.

For more information, call the Supporter Care Hub on 0300 1000 200 or visit macmillan.org.uk