

MACMILLAN VOLUNTEERING QUALITY STANDARDS

**WE ARE
MACMILLAN.
CANCER SUPPORT**

**MVQS overview for partners and
professionals responsible for
services involving volunteers**

Volunteers are essential to our work at Macmillan



Their generous efforts allow us to help people across the country to reclaim their lives from cancer. What's more, their local knowledge allows us to extend our reach into the very heart of local communities.

All over the country Macmillan volunteers are busy fundraising and campaigning on our behalf. They answer phone calls from people affected by cancer in our offices and greet people in our support centres. They do so much and donate their valuable time because they're passionate about helping us achieve our goals.

And now it's your chance to give something back.

The Macmillan Volunteering Quality standards (MVQS) framework is a specially made tool that helps you to assess and assure the quality of volunteer management. It secures consistency across the board, so that each and every volunteer gets a great experience – no matter how they volunteer for Macmillan.

These standards will help you build skills in volunteer management and ensure you and your volunteers have the necessary skills and capabilities to be happy and effective, now and for the future.

So I am delighted to support the introduction of the MVQS and encourage those of you who support volunteers to work with these standards and help us make certain that our wonderful volunteers always feel fulfilled, valued and supported to realise their full potential.

Julia Palca

Julia Palca, Chairman of Macmillan Cancer Support Board of Trustees

Macmillan Volunteering Quality Standards (MVQS) for our partners and professionals

The MVQS is the Macmillan quality standard for good practice in volunteer management.

Launched in June 2015, Macmillan's partners and professionals now have the opportunity to experience the many benefits to be gained by adopting the MVQS including:

- a free resource for Macmillan's partners and professionals who provide services involving volunteers
- simple and easy to use, these standards enhance your work with volunteers rather than adding to your workload
- flexibility is built into the MVQS, so whether you are responsible for all aspects of managing volunteers or just some, the MVQS can be easily adapted to meet your needs
- the MVQS will help to attract and motivate volunteers as well as enhance your volunteers' experience
- minimise any potential risk arising from involvement of volunteers

More about the MVQS

A simple, straightforward framework with measurable, achievable indicators guides you through each of the nine quality areas which cover all the essential elements of managing volunteers. Whether you are a small service with one or two volunteers or a large scale volunteer programme with many volunteers to manage, the MVQS will give you the tools you need to ensure your volunteer management meets with sector best practice.

Who are the MVQS for?

The MVQS are designed for anyone with a responsibility for managing volunteers both within Macmillan as well as in partner organisations who deliver Macmillan services. Whether your role is entirely focussed on the management of volunteers or this is only one aspect of your role, the MVQS can be adapted to support you.

For anyone new to managing volunteers the MVQS provides a simple, step-by-step framework to follow which will ensure all important aspects of volunteer management are covered. Equally, for the more experienced volunteer manager, the MVQS provides an easy way to benchmark your practice and quality assure the effectiveness of your work with volunteers.

What support is available to use the MVQS?

A suite of resources will be available on LearnZone.org.uk throughout 2015. Learn Zone is Macmillan's website of learning and development resources for our partners and professionals. This includes online volunteer management guidance, tools and templates and e-learning modules as well as personal coaching support. The MVQS framework allows you to work through the MVQS at your own pace, accessing any resources you need when you need them in a way that suits you. Local Macmillan Volunteering Advisers, experts in the field of volunteer management, can provide one-on-one coaching and support as appropriate – you can find your local adviser's details on the back cover of this document.

What about other quality standards?

The MVQS aligns itself with most other quality standards that help to raise standards in volunteer management. Adopting the MVQS can often mean that you are well on the way to achieving other volunteering standards. If you have already achieved a quality standard, a simple self-assessment undertaken with support from your Macmillan Volunteering Adviser will often result in automatic achievement of the MVQS.

To find out more about the MVQS and how it can support your work please contact mvqs@macmillan.org.uk or go to LearnZone.org.uk

Quality area	Quality standard
MVQS governance: for the involvement and management of volunteers	We have an effective organisational and management structure in place to ensure our legal and regulatory obligations towards involving volunteers and those they support are met
MVQS 1 Planning for volunteer involvement	We develop a wide range of meaningful volunteer roles that are aligned with volunteer preferences and help achieve organisational outcomes
MVQS 2 Recruiting appropriate volunteers	We make it easy for everyone to find out about our volunteering opportunities and we ensure that we recruit the right volunteers for the right roles
MVQS 3 Selecting volunteers for roles	We use consistent, relevant and fair selection processes that ensure the suitability and safety of our volunteers, staff and people affected by cancer
MVQS 4 Induction and training for volunteers	We provide high quality resources to induct and train our volunteers to undertake their roles safely and competently
MVQS 5 Supporting volunteers	We provide support, supervision and development opportunities to our volunteers throughout their volunteering journey
MVQS 6 Recognising the contribution of volunteers	We value our volunteers and acknowledge their achievements and contributions
MVQS 7 Volunteer communications	We inform our volunteers about our work
MVQS 8 Monitoring and evaluating volunteer involvement	We monitor and evaluate the impact of volunteer involvement and the experience our volunteers have with us
MVQS 9 Ending our relationship with volunteers	We use exit processes that recognise achievements, capture feedback and encourage future re-engagement of our volunteers

MVQS governance: for the involvement and management of volunteers

Quality standard

Good practice performance indicators

We have an effective organisational and management structure in place to ensure our legal and regulatory obligations towards involving volunteers and those they support are met

- a** The organisation has a clear rationale for volunteer involvement and a written policy setting out the value of involving volunteers and the necessity of having procedures in place for the management of volunteers.

- b** The organisation ensures that volunteers are appropriately covered by insurance during any agreed activity carried out on behalf of the organisation.

- c** Clear and recognisable management lines are in place within the organisation to manage volunteers associated with the service, along with appropriate resources to support volunteering.

- d** Appropriate policies and procedures are in place for volunteers, relevant to their involvement with the service including Health and Safety, Data Protection for Volunteers, Equal Opportunities Good Practice Guidance.

- e** There is an agreed policy that clearly outlines the procedure for reimbursement of out of pocket expenses incurred by volunteers during the course of activities relating to the organisation.

- f** The organisation has appropriate monitoring systems in place for regularly reviewing and evaluating the involvement of volunteers, including policies and procedures.

MVQS 1 Planning for volunteer involvement

Quality standard

Good practice performance indicators

We develop a wide range of meaningful volunteer roles that are aligned with volunteer preferences and help achieve our organisational outcomes

1a Volunteer manager has a clear understanding of their role and responsibilities in terms of volunteer management within the organisation.

1b Volunteer manager has the relevant knowledge and skills to manage volunteers as outlined in their job description, and has opportunities to undertake relevant training.

1c Volunteer manager has read and understood the organisation's volunteering policy.

1d Volunteer manager has planned for volunteer involvement and identified and allocated the necessary resources to support volunteer activities.

1e Consideration has been given to adapting tasks to suit a wide range of needs, abilities and interests of prospective volunteers.

1f Volunteer manager has developed a role description for all volunteer roles and consideration has been given to whether official government checks are required.

1g Volunteer manager has risk assessed all volunteer roles and, where necessary, has put measures in place to minimise any identified risks.

MVQS 2 Recruiting appropriate volunteers

Quality standard

We make it easy for everyone to find out about our volunteering opportunities and we ensure we recruit the right volunteers for the right roles

Good practice performance indicators

- 2a** Volunteer manager is clear on how to promote volunteering opportunities using the organisation's own recruitment process for volunteers.
- 2b** Volunteer manager has considered and made use of the options available to promote volunteering opportunities externally to reach a wider audience.
- 2c** Volunteer manager ensures that volunteering opportunities and the process for applying for a volunteer role are clear and accessible, including using a standard application form.
- 2d** Volunteer manager responds to requests from applicants wishing to discuss the details of roles before they apply.

MVQS 3 Selecting volunteers for roles

Quality standard

We use consistent, relevant and fair selection processes that ensure the suitability and safety of our volunteers, staff and people affected by cancer

Good practice performance indicators

- 3a** Volunteer manager uses a role description to establish a fair and consistent selection process against which the suitability of applicants can be assessed.
- 3b** Volunteer manager ensures where possible that two interviewers are present when interviewing applicants for volunteer opportunities.
- 3c** When holding interviews, volunteer manager ensures that a consistent approach is taken and that a standard form is used to assess an applicant's suitability for the role.
- 3d** Volunteer manager uses a consistent and fair process to take up references for successful applicants.
- 3e** Volunteer manager has assessed whether official checks are required, taking into account the most up to date Government Guidelines on official checks and volunteer roles.
- 3f** Following a disclosure, volunteer manager considers best practice guidelines about involving ex-offenders as volunteers.
- 3g** Volunteer manager has read the organisation's Data Protection Policy. Confidential information about applicants is stored in accordance with this guidance.
- 3h** Volunteer manager contacts both successful and unsuccessful applicants promptly to offer feedback and, where appropriate, signposts to alternative volunteering options.

MVQS 4 Induction and training for volunteers

Quality standard

We provide high quality resources to induct and train our volunteers to undertake their roles safely and competently

Good practice performance indicators

- 4a** All new volunteers are offered an appropriate induction to the organisation, their role and the service.
- 4b** Volunteer manager provides all new volunteers with an introduction to Macmillan explaining how Macmillan relates to the service and the volunteer's role.
- 4c** Volunteer manager takes into account volunteer's individual learning needs and is familiar with what learning resources are available for volunteers.

MVQS 5 Supporting volunteers

Quality standard

We provide support, supervision and development opportunities to our volunteers throughout their volunteering journey

Good practice performance indicators

5a Volunteer manager offers support and supervision meetings to volunteers who give their time on a regular basis and maintains a record of these meetings.

5b Volunteer manager considers the level of support required for specific volunteering roles.

5c Volunteer manager ensures that volunteers are made aware of the range of learning and development options available to them and how to access these.

5d Volunteer manager offers peer support opportunities for volunteers to share learning.

5e Volunteer manager follows the organisational procedure for dealing with and resolving concerns raised by or about volunteers.

MVQS 6 Recognising the contribution of volunteers

Quality standard

Good practice performance indicators

We value our volunteers and acknowledge their achievements and contributions

- 6a** Volunteer manager demonstrates a range of ways to recognise volunteers for their contribution.
- 6b** Volunteer manager provides regular feedback on a volunteer's contribution to the organisation and service.
- 6c** Volunteer manager offers opportunities for volunteers to socialise, network and celebrate with other volunteers.

MVQS 7 Volunteer communications

Quality standard

Good practice performance indicators

We inform our volunteers about our work

- 7a** Volunteer manager regularly communicates with volunteers to keep them informed about their organisation's work and the work of Macmillan.
- 7b** Volunteer managers seeks views of volunteers, which may be used to help inform and shape the service and volunteer programme.
- 7c** Volunteer manager gives consideration to providing communication with volunteers in accessible formats where possible.

MVQS 8 Monitoring and evaluating volunteer involvement

Quality standard

Good practice performance indicators

We monitor and evaluate the impact of volunteer involvement and the experience they have with us

- 8a** All volunteers complete an evaluation after receiving any induction or training to help assess its effectiveness and relevance to their role.
- 8b** Volunteer manager routinely gathers feedback from volunteers about their volunteering experience using a range of monitoring methods and uses this information to offer further support to volunteers if required.
- 8c** Volunteer manager regularly evaluates volunteer feedback to improve the volunteering experience and make improvements to their volunteer management practice.
- 8d** Volunteer manager completes reporting requirements as outlined and agreed in the service agreement and the operational policy agreed with Macmillan.
- 8e** Volunteer manager communicates evaluation findings to a range of stakeholders, including volunteers, to demonstrate the added value that volunteers bring to the service, to service users and to the wider organisation.

MVQS 9 Ending our relationship with volunteers

Quality standard

We use exit processes that recognise achievements, capture feedback and encourage future re-engagement of our volunteers

Good practice performance indicators

- 9a** Volunteer manager expresses appreciation for volunteer's contribution and provides information about how the volunteer can stay in touch with the organisation.

- 9b** Volunteer manager endeavours to obtain feedback from volunteers leaving the organisation through questionnaires or surveys to help inform and shape the volunteer programme.

- 9c** Upon request, and in line with the organisation's own policies, volunteer manager may offer a reference to a volunteer who is leaving and has made a regular commitment to the organisation.

Further normaton

For further information about the MVQS or to request an MVQS self-assessment toolkit please contact mvqs@macmillan.org.uk or your local Volunteering Adviser:

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