

MACMILLAN VOLUNTEERING QUALITY STANDARDS

**WE ARE
MACMILLAN.
CANCER SUPPORT**

**MVQS Overview for Macmillan staff
responsible for managing 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)

Purpose of the MVQS

To ensure no one faces cancer alone we need to encourage new volunteers to join us and to retain volunteers for longer. To achieve this we will need to ensure that each and every volunteer receives a consistent and high quality volunteer journey which starts from the time they initially make contact with us and lasts through to when they choose to leave us.

The MVQS are a practical tool that can be used by Macmillan staff to raise volunteer management performance, improve the quality of volunteering programmes and help us deliver a consistent volunteer experience to each and every one of our volunteers that give their time to support us.

The MVQS provide a clear and simple to use framework that complies with current and relevant volunteer-involving legislation and aligns itself with sector-wide volunteer management good practice. Together, these standards can help us improve the quality of our volunteers' experiences.

Understanding the MVQS

The MVQS consist of one section of Governance and **9 quality areas** that cover all key aspects of volunteer management good practice.

Each quality area has a **quality standard**, an aspirational statement that summarises good practice within the quality area that will provide the best possible outcomes for volunteers.

Each quality area comprises a number of measurable **performance indicators**. These set out the steps that volunteer managers will need to undertake to raise performance and make improvements in volunteer management. Indicators hyperlink to relevant guidance, resources and templates and will help volunteer managers formalise their volunteer management practice and ensure consistency.

Each indicator relates to the **category** of the role that the volunteer is undertaking. There are four categories of volunteer role (1, 2, 3 & 4). The level of involvement, and therefore support required, for a role increases with each category. Not all indicators will be relevant to all volunteer roles.

Benefits of the MVQS

The overall aim of the MVQS is to provide volunteers with a high quality volunteering experience that is consistent across the organisation and our volunteer-involving partners. The MVQS will help to ensure that all volunteer managers have the right skills and competencies to manage volunteers effectively, our volunteer programmes are of a high quality, systems and procedures are consistent and that our volunteers feel fulfilled, valued and supported to realise their full potential.

Who should use the MVQS?

The MVQS should be used by all **Macmillan staff** responsible for managing volunteers. **Lead volunteers** with a responsibility for coordinating, managing or supervising volunteers should also be familiar with the MVQS, in particular the quality area(s) that are relevant to their roles/activities. Staff responsible for Macmillan-managed **volunteering programmes** should also be familiar with the MVQS and ensure that the programmes systems and procedures align with MVQS requirements.

What support is available for volunteer managers?

Volunteering Advisers will actively support the regional implementation of the MVQS and will provide advice, guidance and support to Macmillan staff where required. We will also be developing a programme of e-learning to share good practice on the quality areas of the MVQS; these will be available to all Macmillan staff and lead volunteers through Learn Zone. Updates will be communicated as and when new resources or e-learning is available.

For further information about the MVQS please contact your local Volunteering Adviser using the details on the back cover. If you would like to undertake an MVQS self assessment to benchmark your current volunteer management practice against the MVQS please email mvqs@macmillan.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 Macmillan's strategic outcomes
MVQS 2 Recruiting appropriate volunteers	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
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 they 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

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

Good practice performance indicators

- a Macmillan 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 Macmillan ensures that volunteers are appropriately covered by **insurance** during any agreed activity carried out on behalf of the organisation.
- c There is an organisational and governance structure in place along with appropriate resources to support volunteering at Macmillan.
- d Key **policies and procedures** are in place for volunteer involvement including **Health & Safety, Data Protection Policy for Volunteers, Equal Opportunities Good Practice Guidance**.
- e Macmillan has 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 Macmillan.
- f Macmillan has appropriate monitoring systems in place for regularly reviewing the involvement of volunteers, including **policies and procedures**.

MVQS 1 Planning for volunteer involvement

Quality standard	Good practice performance indicators	Category
<p>We develop a wide range of meaningful volunteer roles that are aligned with volunteer preferences and help achieve Macmillan's strategic outcomes</p>	<p>1a Volunteer manager has met with their <u>Volunteering Adviser</u> for an induction.</p>	C1, C2, C3, C4
	<p>1b Volunteer manager has attended <u>Working Effectively with Volunteers</u> training.</p>	C1, C2, C3, C4
	<p>1c Volunteer manager has read and understood <u>Macmillan's Volunteering Policy</u>.</p>	C1, C2, C3, C4
	<p>1d Volunteer manager has used <u>Planning for Volunteers</u> to plan for volunteer involvement and has identified and allocated necessary resources to support volunteer activities.</p>	C1, C2, C3, C4
	<p>1e Consideration has been given to adapting tasks to suit a wide range of needs, abilities and interests of prospective volunteers in line with <u>Macmillan's Equal Opportunities Good Practice Guidance</u>.</p>	C1, C2, C3, C4
	<p>1f Volunteer manager has developed a draft <u>Role Description</u> and used the <u>Category Calculator</u> to determine the level of support the role will require. Volunteering Adviser has checked non-standard role description and provided feedback.</p>	C1, C2, C3, C4
	<p>1g Volunteer manager has <u>risk assessed</u> the volunteer role and, where necessary, put in measures to minimise any identified risks.</p>	C1, C2, C3, C4

MVQS 2 Recruiting appropriate volunteers

Quality standard	Good practice performance indicators	Category
<p>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</p>	<p>2a Volunteer manager has read the relevant version of <u>How to Advertise Volunteering Opportunities on the Volunteering Village</u> and the role has been advertised on the <u>Volunteering Village</u>.</p>	<p>C1, C2, C3, C4</p>
	<p>2b Volunteer manager has read <u>Where to Advertise Macmillan Volunteering Opportunities</u> and roles have been promoted externally to reach a wider volunteer audience.</p>	<p>C1, C2, C3, C4</p>
	<p>2c Volunteer manager has provided <u>Offline Volunteer Application</u> forms to applicants that are unable or do not want to apply online and protects personal details in line with <u>Macmillan's Data Protection Policy</u>.</p>	<p>C1, C2, C3, C4</p>
	<p>2d Volunteer manager responds to requests from applicants wishing to discuss the details of roles before they apply.</p>	<p>C1, C2, C3, C4</p>

MVQS 3 Selecting volunteers for roles

Quality standard	Good practice performance indicators	Category
<p>We use consistent, relevant and fair selection processes that ensure the suitability and safety of our volunteers, staff and people affected by cancer</p>	<p>3a Volunteer manager has used role description to establish fair and consistent selection process against which the suitability of applicants can be assessed.</p>	C1, C2, C3, C4
	<p>3b Volunteer manager ensures where possible that two interviewers are present when interviewing applicants for role-specific opportunities.</p>	C3, C4
	<p>3c When holding interviews, volunteer manager ensures that each volunteer is asked the same interview questions and uses an Interview Record Form to assess an applicant's suitability to the role.</p>	C3, C4
	<p>3d If applicable, volunteer manager takes up references for successful applicants using the reference template.</p>	C2, C3, C4
	<p>3e Volunteer manager has assessed whether official checks are required, taking into account Government Guidelines on Official Checks and Volunteer Roles.</p>	C3, C4
	<p>3f Following a disclosure, volunteer manager has read and complied with Macmillan's Guidance for Staff on Involving Ex-offenders.</p>	C3, C4
	<p>3g Volunteer manager has read Macmillan's Data Protection Policy and confidential information about applicants is stored in accordance with guidance.</p>	C1, C2, C3, C4
	<p>3h Volunteer manager contacts successful and unsuccessful applicants promptly to offer feedback and where appropriate signposts to the Volunteering Village or local Volunteer Centre.</p>	C1, C2, C3, C4
	<p>3i Successful applicant's details are uploaded onto CRM and are updated when changes occur.</p>	C1, C2, C3, C4

MVQS 4 Induction and training for volunteers

Quality standard	Good practice performance indicators	Category
<p>We provide high quality resources to induct and train our volunteers to undertake their roles safely and competently</p>	<p>4a All new volunteers are issued with a <u>Volunteers' Handbook</u>.</p>	<p>C1, C2, C3, C4</p>
	<p>4b Volunteer manager has provided all new volunteers with an induction suitable to their role using the <u>Volunteer Induction Checklist</u>.</p>	<p>C1, C2, C3, C4</p>
	<p>4c Volunteer manager has taken into account volunteer's <u>individual learning needs</u> and signposted volunteers to the <u>Learning and Development Menus</u> and resources available on <u>Learn Zone</u>.</p>	<p>C1, C2, C3, C4</p>
	<p>4d Volunteer manager ensures that <u>role-specific learning</u> has been offered to volunteers.</p>	<p>C1, C2, C3, C4</p>

MVQS 5 Supporting volunteers

Quality standard	Good practice performance indicators	Category
<p>We provide support, supervision and development opportunities to our volunteers throughout their volunteering journey</p>	<p>5a Volunteer manager has read <u>What Level of Support Should I be Providing</u> and responds to individual requests for information, support and de-briefing promptly.</p>	C1, C2, C3, C4
	<p>5b Volunteer manager provides regular supervision and support meetings with their volunteer and records progress on the <u>Volunteer Support Record</u> form.</p>	C2, C3, C4
	<p>5c Volunteer manager ensures that <u>learning and development</u> is regularly discussed with volunteers at supervisions. Additional training may be provided in response to the needs of volunteers role/activities.</p>	C2, C3, C4
	<p>5d Volunteer manager provides peer support opportunities for role-specific volunteers to share learning.</p>	C3, C4
	<p>5e Volunteer manager follows <u>Macmillan’s Problem Solving Guidance</u> to resolve concerns raised by volunteers.</p>	C1, C2, C3, C4

MVQS 6 Recognising the contribution of volunteers

Quality standard	Good practice performance indicators	Category
<p>We value our volunteers and acknowledge their achievements and contributions</p>	<p>6a Volunteer manager has read guidance on <u>thanking volunteers</u> and communicates their appreciation through a range of informal processes.</p>	C1, C2, C3, C4
	<p>6b Volunteer receives regular <u>feedback</u> on their individual and collective contributions through supervision meetings.</p>	C2, C3, C4
	<p>6c Volunteer manager recognises volunteers or groups that have made an outstanding contribution to our ambition by nominating them for a <u>Long Service Award</u> or annual <u>Macmillan Volunteer Award</u>.</p>	C1, C2, C3, C4
	<p>6d Volunteer manager provides opportunities for volunteers to socialise, network and celebrate with other volunteers.</p>	C1, C2, C3, C4
	<p>6e Volunteer manager celebrates <u>Volunteers' Week</u> with their volunteers to express their appreciation.</p>	C1, C2, C3, C4

MVQS 7 Volunteer communications

Quality standard	Good practice performance indicators	Category
We inform our volunteers about our work	7a Volunteer communication preferences have been recorded on Macmillan's Customer Relationship (CRM) database.	C1, C2, C3, C4
	7b Volunteer manager regularly communicates with volunteers to keep them informed about our work.	C1, C2, C3, C4
	7c Volunteer manager gives consideration to providing communication in accessible formats where possible.	C1, C2, C3, C4
	7d Senior volunteers are given the opportunity to feed into and communicate with other Macmillan teams and projects where appropriate.	C2, C3, C4

MVQS 8 Monitoring and evaluating volunteer involvement

Quality standard	Good practice performance indicators	Category
<p>We monitor and evaluate the impact of volunteer involvement and the experience they have with us</p>	<p>8a Volunteers complete an evaluation after receiving their initial induction to assess effectiveness and relevancy of the induction process to their role.</p>	<p>C1, C2, C3, C4</p>
	<p>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.</p>	<p>C1, C2, C3, C4</p>
	<p>8c Volunteer manager regularly evaluates volunteer feedback to improve the volunteering experience and make improvements to their volunteer management practice.</p>	<p>C1, C2, C3, C4</p>
	<p>8d Volunteer manager communicates evaluation findings to a range of stakeholders, including volunteers, to demonstrate improvements and achievements made against objectives.</p>	<p>C1, C2, C3, C4</p>

MVQS 9 Ending our relationship with volunteers

Quality standard	Good practice performance indicators	Category
<p>We use exit processes that recognise achievements, capture feedback and encourage future re-engagement of our volunteers</p>	<p>9a Volunteer manager invites volunteers to complete a Volunteer Exit Questionnaire or a face-to-face exit interview to feedback on their overall volunteering experience.</p>	C1, C2, C3, C4
	<p>9b Volunteer manager sends a Letter of Thanks to volunteers to express appreciation for their contribution and to provide information about how they can stay in touch with Macmillan.</p>	C2, C3, C4
	<p>9c Volunteer manager updates CRM to reflect the new communication preferences of volunteers.</p>	C1, C2, C3, C4
	<p>9d Volunteer manager uses Macmillan's Reference Template when a volunteer requests a reference.</p>	C2, C3, C4

Further information

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

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