



# Guidelines for **VOLUNTEERS**

*Dear Volunteer,*

**T**hank you for expressing interest in becoming a volunteer with us. The aim of this document is to inform and guide you throughout your participation in our programme. This policy also outlines the commitment that Voluntiera Malta has towards you and other volunteers.

### **About the Programme**

Voluntiera Malta is the volunteer programme founded in February 2019, as part of the legacy of Valletta 2018 – European capital of culture run by **Malta Council for the Voluntary Sector**. Voluntiera Malta started its work developing from Tal-Kultura, expanding to the areas of environment, social issues and more.

Tal-Kultura was the volunteer programme for Valletta 2018 being managed by SOS Malta. The aim of the programme was to mobilise active citizens and build a large network of people from all sectors of society who were interested in volunteering for the Cultural Programme and its affiliated activities. One of the main aims of Tal-Kultura was to create a legacy of volunteering within the arts and culture sector in Malta.

Tal-Kultura volunteers had a once in a lifetime opportunity to participate in various events and activities organised by Valletta 2018, and had the opportunity to meet new and exciting people as well as acquire unique and transferable skills and knowledge.

The vision was to become a leading national volunteering platform for civic engagement in the arts and culture sector. The mission was to mobilise active citizens to volunteer within the Valletta 2018 cultural programme, and contribute towards the creation of a legacy of volunteerism within the local arts and culture sector.

### **What is a Voluntiera Malta Volunteer?**

A volunteer is a person who freely performs needed services for the Voluntiera Malta without financial remuneration.

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## **Non Discrimination Statement**

Voluntiera Malta shall not discriminate on the basis of race, colour, religion, gender, gender expression/identity, age, national origin, disability, marital status or sexual orientation in any of its activities or operations. We are committed to providing an inclusive and welcoming environment for all our volunteers.

## **Environmental Policy**

As a volunteer you should adhere to our environmental ethos in which a volunteer should become an ambassador of Maltese natural and built heritage. This includes the reduction of waste and its correct separation and being aware of your impact on the natural environment.

## **Your Data and Your Peace of Mind**

Information about volunteers will be collected, stored and used in accordance to the Data Protection Act. This means that we will keep the minimum amount of personal information about volunteers that it needs in order to enable the programme to function properly; personal information will be stored securely; personal information will only be accessed by authorised persons; personal information will only be used for the purpose that it was collected.

## **How to Apply**

Anyone interested in volunteering with Voluntiera Malta is required to apply through our website: <https://volunteers.mt/>

If you don't have access to an internet connection, call us on 2248 1135.

Volunteer Documentation Applicants are required to send in a copy of their CV and a police conduct certificate to us after applying.

## **Dressing the Part**

You will be provided with a uniform upon applying for your first event. Uniforms include a T-Shirt, a rain jacket, a cap and a bag. The T-Shirt must be worn at all times when on duty. In colder weather, you can wear a plain long-sleeved T-Shirt under the T-Shirt or the raincoat over thicker clothing. The cap and bag are optional. It

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is important that the uniform is kept clean and that it is clearly visible at all times. You will be provided with an ID badge/name tag. ID badges should be worn at all times when on duty.

### **Volunteer Dos & Don'ts**

As a Volunteer you are committing to supporting the programme's mission and vision statement and are expected to:

1. Accept your responsibility in the representation of Voluntiera Malta with dignity and pride.
2. Conduct yourself in a courteous and respectful manner.
3. Respect and adhere to the policies, procedures and guidelines established by Voluntiera Malta.
4. Perform the duties you sign up for in a scheduled and punctual manner. In the case of absenteeism from a scheduled duty you should inform your event contact person and our team.
5. Abstain from, and not tolerate, verbal or physical abuse.
6. Under no circumstances, use, possess, transfer, distribute, manufacture or sell alcohol or any illegal drugs while on duty.

## **RECRUITMENT AND SELECTION**

### **Induction Session**

Following your online application, you will be invited to a one hour induction session which will be designed and facilitated by your Volunteer manager on behalf of Malta Council for the Voluntary Sector.

### **Placement and Position Descriptions**

Following your induction session, you will receive calls for volunteers by email on a monthly basis. The emails will contain a link to a Google Form where you can find all of the information you need about each event. You also apply through the same Google Form.

You will be given clear and complete role descriptions for the duties and

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responsibilities of the role which you are expected to fill. Prior to any volunteer placement a role description will be given to everyone.

### **On site training**

Prior to the event you've signed up for; you will be trained or briefed by the organisers of the events. This can either happen right before your shift or a few days prior. You will be advised accordingly. This might also include basic health and safety procedures.

### **Refusing Volunteer Applications**

No person who has a conflict of interest or values with any activity of Voluntiera Malta shall be accepted as a volunteer with the programme.

## **ENSURING A SMOOTH PROGRAMME**

### **Volunteer Manager**

The Volunteer Programme Manager is responsible for the overall management of the programme and communication with all volunteers.

### **Self-evaluation**

You will be asked to carry out occasional self-evaluation in order to identify the progress of your development and learning to determine what improvements can be made to the Voluntiera Malta programme.

In some situations, corrective action may be taken following an evaluation. Examples of corrective action include re-assignment of a volunteer to a new role, or the dismissal from volunteer service.

### **Volunteer Complaints**

Should you wish to file a formal complaint about the Volunteer Programme, you can send an email addressed to the Volunteer Programme Manager on [teresa.borg@gov.mt](mailto:teresa.borg@gov.mt)

In case your complaint involves the Volunteer Programme Manager and you wish to address the matter further, kindly refer to the Malta Council for the Voluntary Sector at [m cvs.miww@gov.mt](mailto:m cvs.miww@gov.mt)

### **Leaving Voluntiera Malta**

If you wish to leave the programme you simply need to send us an email to [teresa.borg@gov.mt](mailto:teresa.borg@gov.mt). We might call you in for an exit interview if we think it is beneficial for yourself and/or the programme in general.

### **Dismissal of a Volunteer**

Volunteers who do not adhere to the procedures mentioned above or who fail to satisfactorily perform their volunteer assignment are subject to dismissal. We won't dismiss anyone until the volunteer has had the opportunity to discuss the reasons for the possible dismissal with the Voluntiera Malta or MCVS staff.

## **SOCIAL MEDIA GUIDELINES**

### **What not to do on social media**

While we encourage you to post about your experiences as a volunteer, volunteers must refrain from using profanity or accompany such posts with political or religious content.

You can find us on Facebook and Instagram and we would love for you to upload any photos and videos onto social media while volunteering. We recommend you use the following hashtags:

- #VoluntieraMalta
- #MCVS
- #VolunteerMalta
- #VolunteersMalta

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## HOW TO MAKE SURE YOU ARE ON THE SCHEDULE FOR A SPECIFIC EVENT?

### Monthly volunteer application for upcoming events:

All our upcoming opportunities for the month will be listed on Google document that will be sent to you via email.

Once you open the document please follow the next steps:

- Input the requested data and click next;
- Read the event descriptions along with the different roles and shifts available;
- Choose your shifts according to availability and interests;
- Submit your form.

Once you have submitted your form you will receive an automated confirmation email.

### Volunteer Schedule:

Once we have organised the shifts we will send out an email with all the event details and everything you need to know for your upcoming shift. Please keep an eye out for the following **email subject** so as not to miss any opportunity to take part!

Name of the event – Schedule -

The email you will receive will also include the contact details for the Event Coordinator/Organizer. This is your main point of contact on the day. Please be aware that each event has a different coordinator.

*Here in Voluntiera Malta we aim to give equal opportunities to everyone who is interested in participating!*

**Please be advised that we sometimes have more applications than available shifts, so it is possible that you won't be scheduled for all the shifts you applied for.**

### **Cancelling your shift:**

*We do understand that sometimes things happen which are out of your control. In this case, we kindly ask you to **contact us and your event coordinator** directly if you know you are **not able to make your shift in advance**, that way we have enough time to replace you before the event.*

Should something come up **on the day of your shift** please refer to your allocated point of contact, which will be the Event Coordinator (contact details will be available to you in your schedule email as previously explained).

Our email should always be included while communicating with organizers: [teresa.borg@gov.mt](mailto:teresa.borg@gov.mt)

### **Social Event for Volunteers**

We appreciate all of our volunteers' time and effort to participate in events so we are organising a social gathering to celebrate YOU. This is a chance to get to know some other volunteers, network and share your experiences with Voluntiera Malta so far.



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## **HEALTH & SAFETY**

With this guide you will be given a list of important contact phone numbers in the case of an emergency. Please ensure that these numbers and the details of your event contact person are kept handy.

### **Emergency Contact Numbers**

#### **Voluntiera Malta Management**

2248 1135

#### **Emergency**

112

#### **Ambulance**

196

#### **Police**

+356 2122 4001-7, +356 2122 1111

#### **Traffic Accident**

+356 2132 0202

#### **Fire Brigade**

112

#### **Hospital Gozo**

+356 2156 1600

#### **Hospital Malta Mater Dei**

+356 2545 0000

We trust you now have a better idea of the volunteering process. However, should you need any additional clarifications or have any special requirements we should know about, please do not hesitate to get in touch directly with us.



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