VOLUNTIERA
MALTA

Guidelines for ORGANISERS

Malta Council for the VOLUNTARY SECTOR

GOVERNMENT OF MALTA
MINISTRY FOR INCLUSION
AND THE VOLUNTARY SECTOR

VOLUNTIERA MALTA

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The aim of this document is to inform and guide you throughout your collaboration with Voluntiera Malta. This policy also outlines the commitment that Voluntiera Malta has towards volunteers.

About the Programme

Voluntiera Malta is a national volunteer programme established in February 2019 as part of the legacy of Valletta 2018 – European Capital of Culture and is managed by the Malta Council for the Voluntary Sector (MCVS).

The programme connects individuals with meaningful volunteering opportunities across a wide range of sectors, supporting events, organisations, and community initiatives while promoting active citizenship, civic engagement, and a culture of volunteering throughout Malta.

Eligibility

With immediate effect, sport voluntary organisations must also be registered with the Authority for Integrity in Maltese Sport (AIMS) in order to be considered eligible to benefit from public funding and/or sponsorship.

Who is the Voluntiera Malta Volunteer?

The Voluntiera Malta volunteer freely assists local Voluntary Organisations during one-time events without financial remuneration. He does not commit to any single voluntary organisation, but rather assists different VOs upon request and according to availability.

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.

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Uniforms

During your event, you will be able to easily identify our Voluntiera Malta volunteers by their official uniform. This consists of a Voluntiera Malta T-shirt, rain jacket, cap, and name tag. Volunteers are required to wear their official T-shirt and name tag at all times while on duty. In colder weather, they may wear a plain long-sleeved top underneath the T-shirt or the official rain jacket over warmer clothing, while remaining clearly identifiable as Voluntiera Malta volunteers.

Volunteer Requests

Requests for volunteers must be submitted a minimum of 3 weeks prior to the event through volunteers.mt - One-Time Events. Requests submitted less than 3 weeks before the date of the event will not be accepted.

It is imperative that you write in detail what the roles of the volunteers entail and what is expected of them during the event.

Volunteers are sent subject to their own availability and therefore, we cannot guarantee that we will be able to send the exact number of volunteers requested all the time.

Dos & Don'ts

- Volunteers must have access/free entrance to the events they are volunteering at.
- Volunteer shifts cannot be longer than 5 hours.
- Refreshment for volunteers should be provided by the organisers.
- It is important for organisers to contact volunteers as soon as they receive the schedule and to have clear communication throughout the whole process.
- Avoid situations where volunteers have little or nothing to do at events. Many volunteers express frustration here.
- Volunteers should never be left solely in charge of an event/activity. This level of responsibility is too high for a volunteer and they cannot be held accountable should things go wrong.

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- Prior to the event they've signed up for, volunteers must receive sufficient training or briefing by the organisation. This can either happen right before the shift or a few days prior.

Attendance

MCVS will send a roster and a list of of the volunteers who will be assisting at the event to the contact person provided in the request. From here onwards, it is up to the organisation to communicate with the volunteers.

We understand that sometimes things come up and therefore, volunteers are encouraged to inform the organisation as soon as possible.

Should a volunteer not show up to the event without prior communication, please inform the Volunteer Support Officer in charge so that action may be taken.

Feedback

MCVS values the opinions of Voluntary Organisations and always strives to improve the services provided. Therefore, VOs are welcome to provide their feedback or suggestions at anytime by sending an email to volunteer@maltacvs.org.

Social Media Guidelines

Should you post about your event and the volunteers, please tag us on Facebook and Instagram. We also recommend you use the following hashtags:

#VoluntieraMalta
#MCVS
#VolunteerMalta
#VolunteersMalta

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

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Complaints

Should you wish to file a formal complaint about Voluntiera Malta, you can send an email to volunteer@maltacvs.org

In case your complaint involves the Volunteer Support Officer and you wish to address the matter further, kindly refer to the Malta Council for the Voluntary Sector at mcvs.miv@gov.mt

We appreciate all of our volunteers' time and effort to participate in events so we kindly ask you to respect their efforts and time given to you for free.

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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Volunteer Centre, 17, Triq San Bartilmew, ir-Rabat, Malta, RBT1133
Tel: 22481110 • Email: volunteer@maltacvs.org • Web: https://volunteers.mt/

Malta Council for the Voluntary Sector

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MCVS - Malta Council for the Voluntary Sector