

The Order of Malta Volunteers – Volunteering Policy

(registered company 09801949, registered charity no. 1164242)

POLICY REFERENCE	
Function	For information and guidance
Status	Approved & issued
Scope	Trustees/directors, OMV Committee, volunteers
Owner	Tabitha Brenninkmeijer
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The OMV

The Order of Malta Volunteers (“the OMV” or “the Charity”) is a UK-based charity which gives opportunities for people with disabilities to have experiences away from their day to day lives; and gives young people aged 17-29 the experience of caring for people with disabilities, volunteering and organising activities and events. We are one of a number of charities who represent the Order of Malta in the United Kingdom.

Our activities are typically staffed entirely by Volunteers; without Volunteers these activities would not be possible. Volunteers have been at the heart of our organisation since we were founded more than 50 years ago. Continuing to successfully recruit passionate and motivated Volunteers is crucial for the continuing success of the OMV.

The work of our Volunteers on a given activity is directed by activity organisers (themselves also Volunteers). Some Volunteers attend one or two activities only; many others will continue as Volunteers for many years, leading teams and in turn organising activities.

The OMV values its Volunteers and the work that they do. The OMV would not be able to carry out the activities that it does without the Volunteers. The OMV will do the best it can to make the time spent volunteering with the OMV both enjoyable and rewarding. This Volunteering Policy reflects the arrangement between Volunteers and the OMV, which begins on the date on which the Volunteer is accepted for service.

Definitions:

Guest Any person who attends a designated OMV activity as an invited guest of the Charity and who is not expected to play an active role in looking after others. Guests are usually ill or require assistance in some way.

Volunteer Any person who attends a designated OMV activity in a voluntary capacity.

Induction and training

- We will provide induction on the work of the OMV, the people involved, the volunteering role and the training needed to meet the responsibilities of this role.

Supervision, support and flexibility

- We will explain the standards we would like to achieve and encourage; and we will support all our Volunteers to achieve and maintain them.
- We will do our best to help you develop your volunteering role with us.
- We will clearly outline the roles and responsibilities expected of Volunteers on a given activity.

- We will clearly identify the organising team which will manage the Volunteer on a given activity (including team leaders, activity organisers and/or the Committee of the OMV as appropriate)
- Volunteers should feel free to talk to team leaders, activity organisers or the Committee of the OMV if they need direction or support.
- Volunteers are expected to comply with the Code of Conduct on the OMV's website and to consent to this as part of the online booking process.

Safeguarding; health & safety

- We will provide all relevant training and feedback in support both of our safeguarding policy & procedures and of our health & safety procedures.
- We will provide annual training sessions on first aid, moving and handling, using wheelchairs, infection control and communication with Guests.
- Volunteers are required to have a valid first aid certificate, which can be obtained via attendance at an OMV training event or otherwise from a suitably accredited certification body.
- Volunteers are required to have a Disclosure & Barring Service ("DBS") certificate and to complete online safeguarding training as a condition of participating in an activity.

Insurance

- We will provide adequate insurance cover for Volunteers while they are undertaking voluntary work approved and authorised by us. The insurance will not cover unauthorised actions or actions outside the volunteering arrangement. The OMV does not provide motor insurance cover.

Equal opportunities

- The OMV expects all Volunteers to treat every participant in activities with respect, regardless of age, race, gender, religion or sexual orientation. Volunteers can expect the same from the OMV.
- Many OMV activities have a religious character. Volunteers are expected to behave and dress accordingly and to act with sensitivity.

Speak Up Policy

- Everyone associated with the OMV, including Volunteers, is expected to maintain the highest ethical standards.
- Should a Volunteer feel that they have witnessed behaviour that they consider unethical or otherwise inappropriate, please consult our Speak Up Policy for guidance on how to report these concerns confidentially.

Social Media

- Volunteers must not publish photos of Guests on their personal social media accounts.
- Volunteers must not publish sensitive information related to the welfare of Guests or other Volunteers on social media, without the explicit permission of the activity organiser.
- For additional guidance please consult our Confidentiality Policy and Data Protection Policy.

Expenses

- The OMV will repay any reasonable and necessary out-of-pocket expenses that Volunteers incur on its behalf as an integral part of their work with us, as set out in our Expenses Policy.

Personal information

- The OMV may from time to time collect personal data about Volunteers subject to consent (which may be required as part of an activity).
- Personal information will only be collected and stored to the extent needed for the success of the OMV's aims, and at all times in compliance with applicable law and regulation.
- Further information about how we will take care of your information is available in our Data Protection policy.

Problems

- We will try to resolve fairly any problems, grievances or difficulties that a Volunteer may have while they are volunteering with us.
- In the event that a problem remains unresolved, we will deal with it in accordance with our Complaints Policy.

What we expect of our Volunteers:

- to help the OMV carry out its charitable activities;
- to perform your volunteering role to the best of your ability;
- to follow the OMV's policies, procedures and standards;
- to meet time commitments and to give reasonable notice if you are not able to attend so that other arrangements can be made;
- to provide references, as agreed, whom we may contact; and
- to allow us to carry out a DBS check on you.
- to attend specific training days when required.

Policies (all available to download from www.omv.org.uk/contact/policies)

Complaints Policy

Confidentiality Policy

Data Protection Policy

Expenses Policy

Health and Safety Policy

Safeguarding Policy