THE OTAKAR KRAUS MUSIC TRUST

Registered Charity No. 1178401

112 Broad Lane, Hampton, MIddlesex TW12 3BW
Tel: 07435 062212 Email: info@okmtrust.org.uk Website: www.okmtrust.org.uk

VOLUNTEER POLICY

The Otakar Kraus Music Trust provides music therapy sessions using professionally qualified Music Therapists, to people of all ages who have physical, behavioural and learning difficulties. The music therapy sessions are carried out at various locations in the borough of Richmond and surrounding areas and in other outreach centres including schools.

The Trust is keen to involve volunteers to help with assisting group sessions, day to day administration, promotion and fundraising required to keep the Trust running smoothly. Volunteers will support the Trust's staff and will not be taken on as replacements for paid staff.

Volunteers will be sought through OKMT's email or social media and advertisements placed with the Richmond CVS https://richmondcvs.org.uk/richmond-volunteering/

Potential volunteers will come for an informal interview with the Director and/or Administrator/Fundraiser to discuss the role. We will then write to the applicant to let them know whether they have been successful.

A trial period may be agreed to enable volunteers to determine whether the role is an appropriate one for them. This trial period will be followed by a review with a member of staff to enable the volunteer and OKMT to provide feedback and discuss any problems or issues.

If the role involves working with vulnerable children or adults then the volunteers will be required to have DBS clearance before they commence and complete Level 1 Safeguarding Training online.

Administration and social media volunteers will work mainly from home and attend occasional meetings in the Richmond area and may help at events. Activity volunteers will assist at our various services throughout the Borough at the times they take place.

The volunteer will receive an outline of their role and support and training where needed before starting and will receive copies of all relevant OKMT Policies. Volunteers will be expected to adhere to our policies at all times.

PAYMENT OF EXPENSES

We are unable to pay volunteers for the work that they do, but we will ensure that any formerly authorised expenses incurred whilst carrying out voluntary work for the Trust, will be reimbursed on production of receipts.

INSURANCE

Volunteers are insured under The Otakar Kraus Music Trust's employer's liability cover.

CONFIDENTIALITY

Volunteers are bound by the same confidentiality rules as paid staff and will not while volunteering for the Trust, or at any other time, use or disclose or attempt to use or disclose to any person any confidential information about the Trust or clients of the Trust. Please refer to our Confidentiality Policy.

EQUAL OPPORTUNITIES AND DIVERSITY POLICY

Our organisation is firmly committed to diversity in all areas of its work. We believe that we have much to learn and profit from diverse cultures and perspectives, and that diversity will make our organisation more effective in meeting the needs of all our clients. We are committed to developing and maintaining an organisation in which differing ideas, abilities, backgrounds and needs are fostered and valued, and where those with diverse backgrounds and experiences are able to participate and contribute.

Please refer to our Equality and Diversity Policy.

HEALTH AND SAFETY

The Otakar Kraus Music Trust has a duty of care to avoid exposing volunteers to risks to their health and safety. For more information see our Health and Safety Policy.

PHOTOGRAPHY OF VOLUNTEERS

Please ensure that you have signed our Photo Permission Form, which we will have emailed you.

PROBLEM SOLVING PROCEDURES

Sometimes minor issues can arise during the course of volunteering and when these are detected should be quite easy to resolve without resorting to formal procedures.

If a Volunteer has a Complaint:

Stage 1 - Oral complaint

Initial complaints about their role, a member of staff or another volunteer, should be discussed with the Director. If the complaint is about the Director, they should be sent to the Chair of Trustees, Mr Ronald Miao at ronald_miao@hotmail.com, who will arrange an informal meeting. During this meeting the volunteer can be accompanied by a nominated person of their choice.

Stage 2 - In writing

If the complaint is not resolved at this stage, volunteers may make a complaint in writing within a month of the above meeting and OKMT will respond within one month.

Stage 3 - Right to appeal

If the volunteer is not satisfied with the outcome, then they can appeal to the Chair or another member of the Board of Trustees. The volunteer can have a nominated person present at this meeting. The Chair or Trustee will respond within one month and their decision is final.

If there is a Complaint about a Volunteer

If there is a complaint about a volunteer, then the Director will discuss the matter with the volunteer. The volunteer has a right to state their case. Often the matter can be resolved with more training and support or a change in the role. If the matter is not resolved at this meeting, then a date will be set for further review.

If the issue is not resolved after the review, then the Director can dismiss the volunteer. The volunteer can be accompanied by another person when being advised of their dismissal. The decision to dismiss a volunteer will be a last resort and will be a final decision.

There are some occasions when volunteers can be suspended immediately while an investigation is carried out. These include, but are not limited to, acts that constitute gross misconduct, e.g. theft, assault, act of violence, malicious damage, deliberate falsification of documents, harassment or being under the influence of drugs or alcohol.

All complaints will be treated confidentially and will only be discussed amongst those who are directly involved in trying to resolve the issue.

Updated July 2026

To be updated Annually