

# Volunteer expectations

Children and young people team members are asked to:

## In their role

- Understand their responsibilities and can work within the agreed procedures and protocols.
  - Work effectively with others and are willing to undertake training or update knowledge as required.
  - Understand the need for confidentiality as well as the need to share information respectfully and as necessary within the agreed communication structure of the team.
  - Promptly, report any breach of these expectations or any safeguarding disclosures, concerns, allegations and suspicions to the Safeguarding coordinator.
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## In their relationships

- Treat all equally with fairness respect, dignity and integrity.
  - Demonstrate empathy and put the needs of the child / young person before their own.
  - Act as a role model being aware of the impact they may have on others.
  - Establish safe, trusting relationships with children and young people.
  - Build relationships with children or young people who exhibit difficult behaviour by understanding the causes of and appropriate responses to such behaviour.
  - Maintain professional boundaries with children, young people and their carers.
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## In their methods

- Be open, transparent and non-judgemental. Have proper regard for each individual's interests, rights, safety and welfare
  - Listen carefully to those you are supporting.
  - Challenge appropriately situations where action is not being taken.
  - Recognise when they need support and seek it appropriately.
  - Recognise personal feelings about a situation and deal with them effectively.
  - Work in an open environment – avoid private or unobserved situations
  - Are aware of their power and responsibility for the welfare of the children and young people.
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## In their work

- Attend planning and preparation meetings and the actual groups, at the agreed times.
  - Attend agreed team meetings, complete all preparation and return forms within stated times.
  - Request help and resources as needed but in time for this help to be forthcoming.
  - Ensure they have enough rest and refreshment to be able to meet responsibilities.
  - Note that in loco parentis and during online youth work sessions consuming alcohol or illegal substances is not acceptable. Smoking in the presence of CYP is not acceptable.
  - Recognise that engaging in any behaviour which might allow a sexual relation to develop with someone you are responsible for in this position of trust is unacceptable.
  - Remember they are role models and keep to community agreements set for the event.
  - Abide by the CYP policies, procedures and guidance and be accountable to the CYP staff responsible for the event.
  - Recognise that if these expectations are not upheld, volunteers may not be able to continue with the role as agreed.
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## CYP Staff intend to:

- Build supportive relationship with volunteers.
- Offer training and guidance on policies and procedures.
- Provide support with planning, facilitation and resources as required.
- Ensure prompt payment of expenses and provide accommodation and food as appropriate.
- Follow the process for handling for comments, suggestions and complaints.
- Provide adequate insurance and conditions that meet health and safety requirements
- Recruit volunteers within the BYM recruitment and safeguarding policies.