

YHA SPIRIT values and Code of Conduct for Volunteers

YHA SPIRIT: Values are very important to the way we work and our attitude and we ask that all our people, including volunteers, embrace them in their role with us.



Sustainability

We care for the environment
We encourage young people to do the same
We work for the long term good of YHA



Passion

We love what we do
We take great pride in the opportunities we create
We are all ambassadors for YHA



Innovation

We are always looking for new ways to create more opportunities
We challenge the norm - looking for better ways of working
We learn from everything we do and we share our learning



Responsibility

We are all responsible for making a positive impact on young people
We are all responsible for achieving our Vision
We are all responsible for giving our guests a great experience



Inclusivity

We make YHA as accessible as possible for everyone, especially young people
We welcome all irrespective of their background, beliefs or culture
We work as a team and respect and support each other



Trust

We will offer a safe and secure environment for all young people
We are trusted to perform our individual roles within YHA and trust our colleagues
We act with integrity



Code of Conduct

The Code of Conduct is here to ensure both your safety and enjoyment as a volunteer as well as ensure YHA is able to provide a safe and positive environment for everyone who works, volunteers and stays with YHA.

By volunteering with YHA you are agreeing to comply with this code of conduct:

Respect for others

- I will help YHA achieve the highest standard of care for our guests
- I will respect the rights, dignity and worth of everyone I interact with through YHA, including other volunteers, guests, supporters and employees
- I will treat everyone equally regardless of gender, ethnic origin, religion or ability
- I will be a positive role model for children, young people and vulnerable adults
- I will ensure a positive experience for all

Act professionally and take responsibility for my actions

- I will cooperate with YHA with respect to assessing suitability to volunteer, both initially and on an ongoing basis
- My language, manner, punctuality, preparation and presentation will demonstrate high standards
- I will encourage other volunteers and employees to demonstrate these same qualities
- I recognise my duty of care to safeguarding children, young people and vulnerable adults and will act in accordance with YHA's policies and guidance at all times
- I will not drink alcohol, smoke, take illegal drugs, gamble or act inappropriately while representing YHA and/or volunteering
- I will refrain from any form of personal abuse towards others, including verbal, physical and emotional abuse
- I will wear appropriate clothing and adhere to YHA's expectations on uniform while I am volunteering

- I accept my volunteering duties with an open mind and willingness to learn
- I will raise any concerns I have about my volunteering as soon as possible
- I will report any behaviour or suspicious activity that causes me concern

Volunteering responsibilities

- I will seek continual improvement through performance evaluation and refreshing my skills
- I will be reliable, recognising the commitment and responsibility I have taken on in my role
- I will inform YHA of any changes in my circumstances that may affect my suitability or availability to volunteer, including giving as much warning as possible if I am unable to volunteer
- I will volunteer within safe working practices and adhere to YHA's policies and guidelines including health and safety, safeguarding, security, data protection and others relevant to my role
- I will respect all personal and confidential information to which I am exposed while serving as a volunteer
- I will maintain a professional and courteous manner in all my communications to YHA, including with volunteers, guests and employees, including verbally, in writing and online, including via social media

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www.jobs.yha.org.uk/volunteer

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