

YHA Volunteering

Volunteer Manager 2016

About YHA

YHA is a registered UK charity with a clear mission, to inspire all, especially young people, to broaden their horizons gaining knowledge and independence through new experiences of adventure and discovery.

YHA offers affordable accommodation to families, groups and individuals exploring and holidaying in England & Wales.

Making a difference

Volunteer Managers provide a warm welcome to guests in 22 of our small self-catering hostels. Often in beautiful locations, volunteer managers enjoy the benefit of being able to explore a new area in their free time. By supporting YHA in this way, you can help keep these very special hostels open.

What will I be doing?

You will welcome a wide range of guests and have the satisfaction of knowing you have given them an enjoyable stay. The role involves customer care, house-keeping, administration, answering telephone queries and looking after the security of the hostel. Volunteer Managing can be hard work, but there are many rewards including spending your free time exploring the attractions of the local area.

Help with Expenses

We can offer expense reimbursement of up to £60 to help with travel costs, and accommodation free of charge whilst you volunteer. We can also offer up to £30 towards your travel to the initial training course.

Where can I do this volunteering role?

This role will be available in the hostels listed below in 2016:

Beverley Friary, Clun Mill, Cockermouth, Dalby Forest, Dimmingsdale, Earby, Jordans, Kington, Litton Cheney, Lizard, Llanddeusant, Mankinholes, Newport, Poppit Sands, Pwll Deri, Rowen, Slaidburn, St Davids, Tanners Hatch, Thurlby, Tintagel, Wells-next-the-Sea and Woodys Top.

Please be aware that this list of hostels can vary from year to year.

Skills, Knowledge and Experience

We ask that you can offer the following:

- Experience of staying in some of the hostels in the programme
- Previous experience in a customer service role
- You should be comfortable volunteering independently in a responsible role

volunteers@yha.org.uk

01629 592 562

www.yha.org.uk/volunteering



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- You should be comfortable with multitasking in a busy environment
- You should be calm and reliable
- Being a Volunteer Manager involves physical work over a five or seven day period so you will need to be prepared for this.

Safeguarding Young People

YHA is committed to safeguarding and ensuring the welfare of children, young people and vulnerable adults and expects all volunteers to share this commitment.

The suitability of all prospective volunteers will be assessed during the recruitment process in line with this commitment.

Recruitment process

Recruitment takes place during summer and autumn 2016, with training courses held in the autumn and winter ready for volunteering in 2017.

You will be asked to undertake a telephone interview to assess your suitability for the role. If successful, you will then be put forward to complete a weekend training course.

We will take up two references for you before you attend the training course and will ask you for a new referee every three years.

You will be asked to complete a Self-Disclosure Form and a Basic Disclosure Check from Disclosure Scotland. There is no cost to you for these checks.

All volunteers have a duty to inform YHA of any changes to their circumstances that may affect their suitability to volunteer.

Time Commitment

We ask that you commit to one week a year for the next three years and you can choose to volunteer when your circumstances allow. The majority of opportunities are available between Easter and the end of October.

Who can apply?

We welcome applications from single volunteers, couples or pairs of people who would like to volunteer together.

Due to the responsible nature of this role we can only accept applications from people who are aged 18. If you are under 18 please contact volunteers@yha.org.uk for further details on YHA Volunteering for young people.

How do I apply?

You should apply using the [New Volunteer form](#).

For further details or if you have any questions, please email volunteers@yha.org.uk or call 01629 592 562.

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