

# YOUNG IDENTITY

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## Volunteer Code of Conduct

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## **1. Policy Statement**

- 1.1. Young Identity is committed to ‘young people who are at the risk of being excellent.’ We are committed to providing opportunities to marginalised and unrepresented people by providing a platform to give them a voice. Our ambition is to change the current face of literature, seeding new Young Innovative writers, artists, future arts and culture leaders, we will meaningfully impact the individual, the audience/reader, the community and wider society.

In line with this mission Young Identity seeks to involve volunteers to:

- ensure our services meet the needs of our audiences, participants, and partners
- provide new skills and perspectives
- increase our contact with the communities we serve
- increase educational and employment opportunities for individuals from groups that Young Identity considers to be underrepresented or misrepresented in society

- 1.2. As a volunteer, you will be an ambassador for Young Identity and a public representative of the values Young Identity aspires to. In exchange for your agreeing to Young Identity’s Volunteer Code of Conduct, we will provide you with a professional and enjoyable volunteering experience. The guidelines below are in place to protect your safety and the organisation you are working for. They are not designed to be restrictive in any way.

## **2. What is the Code of Conduct?**

The Code of Conduct sets out the standards of behaviour that Young Identity expects from you and identifies your rights and responsibilities as a volunteer. Compliance with the Code of Conduct is one condition of your involvement with us and should be regarded as a minimum standard to which you should work to. If you are unsure whether a decision you are about to make will breach the Code of Conduct, ask your immediate Supervisor or Line Manager. By working within the guidelines of the Code of Conduct you will be contributing to Young Identity’s success.

## **3. Quality and Standards**

Quality must be at the heart of everything we do. Every member of the public who interacts with Young Identity should expect a high level of service. To achieve this we all must demonstrate a positive attitude, equality and promote teamwork.

The following standards from Young Identity will apply at all times:

- Clear instructions regarding your volunteer role which will include: attendance time, location, travel, food and any other requirements;
- A detailed role description, however where possible and reasonable, volunteers should also be flexible and support activities where they can;
- Training and development for your role;
- A healthy and safe environment;
- Appropriate supervision with a named Supervisor or Line Manager.



#### 4. **General Guidelines**

##### 4.1. **Accountability**

If you cannot attend your placement or an event you have agreed to help at, you must directly inform your Supervisor or Line Manager as soon as possible. This is to allow us to make alternative arrangements to fill your role. Failure to contact us may place additional pressure on existing volunteers and damage Young Identity's reputation.

##### 4.2. **Confidential Information**

As a volunteer, you have an obligation to protect confidential or personal information in relation to other volunteers and other participants. If you have access to confidential information (including addresses or telephone numbers of colleagues/clients), you should never discuss or disclose such information to anyone other than the person/s authorised to receive it, both during and after your involvement with the organisation/event. (Please refer to Young Identity's Confidentiality and Data Protection Policy).

##### 4.3. **Contact with the Media**

All requests from members of the media for comments/information should be politely directed to the Creative Director or another paid member of staff. This will ensure the accuracy of all information given to the media and help to maintain good relationships. Similarly, you should not give any interviews, appear in any promotions, advertisements or endorsements, or give any assistance to the media in relation to Young Identity, unless agreed in advance. You should also exercise discretion when commenting in your private capacity about Young Identity, as your comment may be understood to be an official comment of the organisation.

##### 4.4. **Criminal/Illegal Activity**

Any volunteer found to be engaging in criminal or illegal activity in the workplace will be referred to the police.

- a) **Dangerous Weapons/Firearms:** Possession/carrying firearms or dangerous weapons is not permitted. Any volunteer found in possession of these in the workplace will be referred to the police.
- b) **Illegal Drugs and Alcohol:** The distribution, use or being under the influence of alcohol, illegal drugs or any other substances that may affect your performance and behaviour in the workplace is unacceptable. Consumption of alcohol at a venue or other workplace is only permitted when supplied by Young Identity staff or partner organisations on special occasions and should be enjoyed in moderation. If you take medication that makes you drowsy, please inform your Supervisor to ensure you are not given a role that would place you in danger.



#### **4.5. Facilities and Property**

Young Identity operates with significant constraints on resources and is highly accountable to the public and our funders. We ask you to be efficient and economical and protect these assets. This covers all consumables and equipment including items such as stationery, communication devices, computers, office equipment and other equipment. Property is not to be removed from the premises and/or used for private purposes without prior authorisation from your immediate supervisor/manager. You are not authorised to use the Young Identity's equipment such as photocopiers, PCs and phones for private purposes.

#### **4.6. Performance Issues/ Inappropriate Practices**

We will always attempt to resolve any performance issues or conflicts fairly. In such cases, your Supervisor or Line Manager will discuss their concerns with you and seek to resolve the matter quickly and professionally.

### **5. Equal Opportunities**

Young Identity is committed to ensuring our workplace is free from unlawful or unfair discrimination on the grounds of disability, colour, race, nationality, ethnic or national origin, sex, gender (including gender reassignment), sexual orientation, age, marital status, religious or other similar philosophical belief. We aim to ensure that our volunteers achieve their full potential and that all decisions are taken without reference to irrelevant or discriminatory criteria. (Please refer to Young Identity's Equal Opportunities Policy).

### **6. Health and Safety**

Young Identity is committed to providing you with a safe volunteering environment. You are required to exercise reasonable care in the course of your role to ensure the Health and Safety of yourself and others. Please be aware of, and follow all safety information. The following safety responsibilities apply to everyone:

- a) Pay close attention during your induction or instruction, and familiarise yourself with the location where you are volunteering
- b) Co-operate fully with organisation staff at all times;
- c) Understand the emergency plans for the venue (e.g. fire evacuations);
- d) Do not use any equipment or machinery which you have not been trained to use;
- e) Take care when lifting and carrying (e.g. don't lift very heavy boxes);
- f) Report any potential hazards to a member of staff; and
- g) In the event of fire/hazard or any other risk, remove yourself and warn others of imminent danger
- h) If you feel an activity is unsafe or you feel unwell report this to your supervisor
- i) Contribute to a safe and healthy workplace - don't leave things lying around, keep work areas and gangways clear and tidy



**6.1. First Aid**

If a medical emergency should arise, unless you are a trained first-aider, your first priority should be to get assistance from someone who is trained. Even if you are a trained first-aider, ensure that professional medical help is obtained as a matter of urgency.

**7. Grievance Resolution**

A grievance is a perceived or real issue that causes resentment, suffering or distress and which may be regarded as grounds for complaint. Young Identity is committed to encouraging an open environment where everyone can express themselves freely and responsibly, where issues raised are responded to in an appropriate and timely manner and where everyone is treated with dignity and respect. We are committed to providing fair and honest settlement of any grievance. Complaints by or about volunteers or staff should be made in accordance with Young Identity’s complaints policy, and for the purposes of the complaint or problem, volunteers will be bound by the same requirements as staff.

**8. Additional Duties**

Due to the nature of some volunteer roles, you may at times be asked to perform additional duties other than those to which you were originally assigned. Your co-operation and flexibility will help the team to deliver activities and events as efficiently as possible. However, if you feel unable to do perform extra duties, please let your Supervisor or Line Manager know immediately. You are required to attend all relevant training sessions that are deemed necessary to enable you to carry out your role.

**PLEASE REMEMBER:**

These guidelines are in place to protect you and your colleagues during your time with Young Identity. We ask all Young Identity volunteers to sign this Code of Conduct so that everyone has the same understanding and expectations.

Full Name (PRINT): \_\_\_\_\_

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Thank you once again for giving your valuable time to help Young Identity achieve our aims, and we hope you enjoy your volunteering experience with us.

**Registered CIO No:1181088**

**Date of next review: 2023**