



# Staff & Volunteers 'Do's & Don'ts'

## Do:

- Ask for the young person's opinion
- Give the same amount of respect as you wish to receive
- Agree rules and boundaries with them
- Make them aware if they tell you something in confidence you can't always keep it to yourself
- Share important information with other staff members
- Ask for help if you are unsure of any situation
- Listen when the young person is talking
- Apologise when you are wrong – we all make mistakes!

**Be friendly. Be supportive. Be non - judgemental**

## Don't:

- Have physical contact with the young person
- Give out personal information about yourself
- Give out your personal mobile number
- Add or accept friend requests on any form of social media
- Compare your life or situation to theirs (everyone reacts differently)
- Nag/preach or lecture
- Guilt or shame them into working
- Be inconsistent with standards
- Discipline in front of other young people – remove them from the situation
- Have private conversations around others

**Don't shout. Don't argue. Don't set them up to fail.**