

NYTC Staff Expectations

Reviewed 13/10/2014

This document is intended to ensure that all NYTC staff members understand their responsibilities towards NYTC's commitment to creating a mutually safe, enjoying and creating learning environment for the young people with whom we engage and for colleagues, volunteers, parents and all stakeholders. In accepting employment with NYTC, you are accepting these behaviour expectations and the requirements of our Child Safety Policy.

As an NYTC employee, I agree to;

- Familiarise myself with the role description for the position I am undertaking, the appropriate reporting parameters and the time commitment required
- Acknowledge and respect the individuality of each cast member
- Listen to and respect our customer groups, including cast, parents, volunteers
- Respect each child or young person's personal space
- Be a role model in my actions and contribute to an environment of trust and inspiration
- Be a positive advocate for NYTC, speaking positively about the organisation's activities in all communication forums, both public and online
- Demonstrate support for agreed actions and decisions in communication with customer groups
- Contribute ideas in the appropriate forum and invite suggestions, being open to feedback
- Clearly communicate behavioural guidelines, expectations and disciplinary consequences to children, young people and their primary care-givers
- Within the parameters of my role, manage poor behaviour of a child or young person appropriately and individually, in line with NYTC behaviour guidelines; seeking guidance as required, and communicating outcomes to NYTC leadership and primary caregivers as necessary
- Where appropriate, be mindful and supportive of specific challenges, disabilities, medical issues or other issues affecting a young person's participation
- Respect and support NYTC's diversity in culture, religion, race, sexual orientation and levels of ability
- Actively understand the NYTC Child Safety document and ensure it is followed
- Actively understand and role model NYTC's Health and Safety policies and procedures and understand my responsibilities in the event of an emergency
- Demonstrate equality and transparency , providing equal opportunities for all participants
- Promote a safe environment, where no child or young person receives favouritism, criticism, ridicule, inappropriate physical contact, or is the victim of bullying in any way
- Where physical contact is required between a child or young person and another person, to always seek permission of the child/young person (or people), other than in an emergency situation
- Adhere to NYTC's risk mitigation policy of avoiding two people being in a situation where they are alone together
- Contribute to team decisions in celebrating and acknowledging talent and effort

- Use appropriate language at all times and be a leader in the non-tolerance of offensive language or behaviour
- Encourage and promote appropriate communication, responding to cast communications only when received via the NYTC email address – info@nytc.co.nz
- Respond promptly to communication and enquiries when deemed to be my area of responsibility
- Present myself appropriately online, especially to customers and cast members, ensuring appropriate maintenance of privacy and security settings

Behaviour Expectations During Rehearsals

- Contribute to the creation of a safe and supportive environment for learning and performance, balancing fun with focused endeavour
- Invite contribution of ideas and involvement of children and young people in decision making, as appropriate
- Provide appropriate encouragement, support and acknowledgement of effort
- Use appropriate language (physical and verbal)
- Have fun and encourage a positive atmosphere
- Offer constructive feedback to help learning, using appropriate tone and demeanour
- Manage poor behaviour appropriately, in accordance with NYTC guidelines, delivering agreed consequences as agreed with colleagues
- Role model punctuality, arriving at least 15 minutes prior to any rehearsal, ideally 30 minutes prior to a rehearsal involving a large group
- Food to be consumed outside the rehearsal room
- Be seen as actively engaged while in the rehearsal, taking breaks when appropriate to maintain levels of energy and engagement
- Role model tidiness and organisation
- Dress appropriately for the role; NYTC staff T-shirts are provided to distinguish (younger) staff members from older cast
- Be mindful of appropriate times and venues for conversation with cast, parents, volunteers, stakeholders, ensuring non-disruption of rehearsals