

## Appendix D -Listeners Role Descriptor

<p>Role Purpose</p>	<p>The Listening Service volunteers provide an independent, confidential listening and support service to all court users. It is based in the public area of the court. The Listening Service Edinburgh is not a counselling organisation.</p> <p>Court users include those accused of committing offences, relatives and friends of the accused, witnesses of crime, jurors and members of the public attending court out of general interest.</p>
<p>Specific Duties</p>	<ul style="list-style-type: none"> <li>• to offer a 'listening ear' for that moment on a one to one basis</li> <li>• to help court users find their way around the court system, indicating the location of the courts, information desks and boards, witness and jury rooms</li> <li>• to maintain court user confidentiality – see Confidentiality Policy</li> <li>• to work as part of the Listening Service Edinburgh team in the court</li> <li>• to promote the Listening Service, when appropriate</li> </ul> <p>It is <u>not</u> the role of the Volunteer to:</p> <ul style="list-style-type: none"> <li>• act as a “messenger” between court users and court officials</li> <li>• advise court users about their case and any likely outcomes</li> <li>• represent a court user’s position in court or to the court user’s manager</li> <li>• act as an “advocate” for court users outside the boundary of the court setting</li> <li>• provide cover or take messages for court staff</li> </ul>

<p>Skills and Qualities Needed</p>	<p><u>Essential</u></p> <p>Have the ability to:</p> <ul style="list-style-type: none"> <li>• show respect to all court users and team members</li> <li>• quickly build rapport with court users</li> <li>• offer good listening and communication skills</li> <li>• understand the importance of personal resilience needed for this role</li> </ul>
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	<p><u>Desirable</u></p> <p>Experience of:</p> <ul style="list-style-type: none"> <li>• working in a support role</li> <li>• working or volunteering in a team</li> <li>• and some understanding of the Court system</li> </ul>
Recruitment, Training, and Support	<p>The recruitment process involves an interview and two days' mandatory training. Two references are required. Recruits will need to apply for membership of the PVG (Protecting Vulnerable Groups) Scheme managed by Disclosure Scotland. Application, whether for new or existing members, is made through the Listening Service via Volunteer Scotland and is free of charge. There is an induction session at the court which marks the beginning of a three month probationary period.</p> <p>Volunteers must be willing to participate in regular support sessions. Members of the Board or designated volunteers will provide these either as a group or in a one to one setting</p>
Commitment	<p>At least one morning or afternoon session twice a month (or fortnightly) but weekly preferred, and, if possible, for at least one year.</p>
Expectations of Volunteers	<ul style="list-style-type: none"> <li>• Co-operation with administrative tasks e.g. filling in expenses forms; monitoring and evaluation</li> <li>• Commitment to on-going training and support</li> <li>• Prompt response to all communications</li> </ul>
Volunteers will gain	<ul style="list-style-type: none"> <li>• Further development of their communication skills</li> <li>• Greater understanding of the Scottish Justice System</li> <li>• Satisfaction from contributing to the wellbeing of the diverse court users at Edinburgh Sheriff and Justice of the Peace Court</li> <li>• Satisfaction from working in a diverse team</li> </ul>

Location of volunteering	Edinburgh Sheriff Court and Justice of the Peace Court, <a href="#">27 Chambers Street, Edinburgh EH1 1LB</a>
Expenses	Volunteers receive no remuneration or ex-gratia payments. They are entitled to receive reasonable travelling expenses and any out of pocket expenditure in accordance with the expenses policy.