



SCO49587

THE LISTENING SERVICE - VOLUNTEER ROLE

Edinburgh Sheriff and Justice of the Peace Court

Role	Volunteer Listener
<p>Role Purpose</p>	<p>The Listening Service volunteers provide an independent, confidential listening and support service to all court users.</p> <p>Court users include those accused of committing offences, plus relatives and friends of the accused, witnesses of crime, jurors and members of the public attending court out of general interest.</p>
<p>Specific Tasks</p>	<ul style="list-style-type: none"> • to offer a ‘listening ear’ for that moment on a one to one basis • 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 • to maintain court user confidentiality – see Confidentiality Policy • to work as part of a wider team and be willing to participate in related court activities including training, consultation and promotion of the Listening Service • to promote the Listening Service, when appropriate • to help court users to identify and clarify issues of concern, and where appropriate identify relevant support <p>It is not the role of the Volunteer to:</p> <ul style="list-style-type: none"> • act as a “messenger” between court user and court officials • advise court users about their case and any likely outcomes • represent a court user’s position in court or to the court user’s manager • act as an “advocate” for court users outside the boundary of the court setting • provide cover or take messages for court staff

Skills and Qualities Needed	<p>Essential</p> <ul style="list-style-type: none"> • Ability to maintain confidentiality • Ability to show respect to all court users and team members • Ability to quickly build rapport with court users • Good listening and communication skills • Personal resilience <p>Desirable</p> <ul style="list-style-type: none"> • Experience of working in a support setting • Experience of working or volunteering in a team • Experience and understanding of the Court system
Commitment	<p>Weekly preferred with a minimum of one morning or one afternoon session every fortnight.</p>
Support and Training	<p>All volunteers are required to attend two days of training (10am – 4pm) and an induction session at the court prior to beginning their volunteer role. There is a three month probation period.</p> <p>Volunteers will be required to participate in regular support sessions. Members of the Management team will provide these - either as a group or one to one setting if requested.</p>
Expectations of Volunteers	<ul style="list-style-type: none"> • Co-operation with administrative tasks e.g. filling in expenses forms; monitoring and evaluation • Commitment to on-going training and support • Prompt response to all emails
Volunteers may hope to gain	<ul style="list-style-type: none"> • Further development of their communication skills • Greater understanding of the Scottish Justice System • Satisfaction from contributing to the wellbeing of the diverse court users at Edinburgh Sheriff and Justice of the Peace Court • Satisfaction from working in a diverse team
Location of volunteering	<p>Edinburgh Sheriff Court and Justice of the Peace Court, 27 Chambers Street, Edinburgh EH1 1LB</p>
Expenses	<p>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.</p>