



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
Recruitment, Training, and Support	<p>The recruitment process involves an interview and two days' mandatory training (10am – 4pm). There is an induction session at the court prior to beginning the volunteer role. Two references are taken up. 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.</p> <p>There is a three month probation period.</p> <p>Volunteers will need 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>
Commitment	<p>At least one morning or afternoon session twice a month (or fortnightly), with preference for weekly, and, if possible, for at least a year.</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	Edinburgh Sheriff Court and Justice of the Peace Court, 27 Chambers Street, Edinburgh EH1 1LB
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.