BCCS "ASSIST"

Independent Support for People at Court

VOLUNTEER SUPPORT WORKER

VOLUNTEER ROLE DETAILS
Role Title: Volunteer Support Worker (VSW)
Accountable to: The Bradford Court Chaplaincy Service (BCCS) through the Team Leader (TL) and Development & Training Coordinator (DTC) and Development & Training Worker (DTW).

VOLUNTEER ROLE PURPOSE
The role of the VSW is to support the DTC & DTW to provide appropriate personal and spiritual support and practical assistance for all members of the Court Community ("Service users"). These include those accused of committing offences, plus relatives and friends of those accused of committing offences, witnesses of crime as referred by Witness Support, Magistrates, Her Majesty's Courts & Tribunal Service (HMCTS) Staff, Probation Service staff, other court users (e.g. Crown Prosecution Service, Defence Solicitors, Court Interpreters, those attending the Coroner's Court), and members of the public attending court out of general interest. They will also share in making provision for others who do not have a religious belief / practice.

VOLUNTEER ROLE DIMENSIONS
The role is an integral part of the multi-faith / cultural BCCS team which contributes to the effective and responsible provision of personal, spiritual and religious needs and appropriate practical assistance of the whole Court community. The trained and accredited VSW, from a variety of faith backgrounds and traditions and none, will be enabled to provide a key resource, under the supervision and guidance of the DTC & DTW, to all "service users". As part of the BCCS team they will assist in fostering greater understanding and tolerance of religious and cultural practices and the nature of citizenship in the UK today.

VOLUNTEER ROLE SUMMARY
BCCS is outside the management structure of the Courts and provides a free, private and confidential service to all. Chaplaincy is about caring for people, offering a listening ear and providing support when it is most needed. The following summarizes the role:

- Compassion: Offering hope to people who may feel they are in a hopeless situation. 'Being alongside' in their need.
- Acceptance: Accepting people as they are. The VSW must be available to all faiths and none, not discriminating in any way because of perceived difference.
- Respect: In a multi-faith environment; Chaplaincy is not about evangelising or proselytising but honouring diversity and respecting other faiths and traditions.
- Independence: BCCS will maintain its independence of management structures and the Judiciary. Anything which staff or the public share within BCCS is always in strictest confidence, other than issues relating to child protection or anti-terrorist legislation.

We welcome informal visits in order that those interested in volunteering can see the service in operation.

SUPERVISION AND SUPPORT

VSW will be fully trained and accredited before working in the Court setting. They will be expected to work under the direction and supervision of the DTC & DTW and will be an essential part of the BCCS team.

VSW will provide support to the DTC & DTW and the Chaplaincy Team by helping to identify and foster links with appropriate support groups within the faith communities and in the locality in general.

KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

Essential

- 18 years old or over
- Able to maintain confidentiality
- Sufficiently healthy to undertake the role on a regular basis
- Ability to work as part of a multi-faith team
- Willing to undertake training to develop a thorough understanding of the Court system
- Good Listening and Communication skills
- Good Interpersonal skills
- Hold a current DBS certificate

Desirable

- Experience of working in a support setting
- Experience and understanding of the Court system
- Counselling skills
- Organisational skills

PRIMARY DUTIES AND AREAS OF RESPONSIBILITY

- To "draw alongside" service users and to support them during their time at court whether as members of the regular court community or attending in relation to a particular case.
- To offer companionship and a 'listening ear' for that moment on a one to one basis.
- To promote the work of BCCS to all potential service users by making it known that there is a DTc or DTW available, if needed.
- To help service users to identify and clarify issues of concern, referring these, with client's agreement to the DTC or DTW or appropriate support agencies through the BCCS Assist Team.
- To help service users find their way around the court system, indicating the location of the information desk and boards, location of Quiet / Prayer Room, washing facilities etc.
- To maintain client confidentiality and under no circumstances must any information be shared / discussed with any other person without the direct consent of the client. This includes religious organisations such as Churches and Mosques.
- To work as part of a wider team and be willing to participate in related court activities including training, consultation and promotion of BCCS.
- To act as an "Ambassador" for BCCS within their own sphere of influence.

It is not the role of the Volunteer to

- Act as a "messenger" between client and court officials.
- Advise service users about their case and any likely outcomes.
- Represent a client's position in court or to the client's manager.
- Act as an "advocate" for service users outside the boundary of the court setting.
- Provide cover or take messages for court staff.

CONDITIONS OF VOLUNTEERING

VSW receive **no remuneration** or ex-gratia payments. VSW's are entitled to receive reasonable travelling expenses upon completion and approval of a Volunteers Expense Claim Form.