

### **Purpose of the role**

The purpose of the NEPACS Court Project Court Duty Volunteer is to offer Befriending support to families. Having a visible presence in the court and using telephone support, volunteers support families by listening and offering information and advice when someone close to them is sentenced or remanded in custody. Families of prisoners often say they feel isolated in their community and unable to cope. Befrienders aim to help individuals by offering a listening ear, a helping hand and friendly support to help family make the next steps.

### **Main tasks**

- To find out and identify from the court lists and by liaising with probation and court staff the court cases where custody is anticipated
- To approach families tactfully when a custodial sentence is imposed with the offer of support and information.
- To develop positive working relationships with court staff
- Be available for families who may be distressed
- Ensure that any leaflet racks are well stocked
- To provide regular updates and raise any issues that might arise with the court project coordinator
- To complete traffic sheet recording and monitoring forms
- To attend training sessions and volunteer supervision meetings
- To complete the necessary administrative tasks e.g. Expenses Claim Forms
- To manage caseload and commit time to an agreed schedule of establishing contact with families
- To offer genuine understanding, empathy and emotional support
- To scrupulously observe confidentiality
- To provide regular reports to Court Project Coordinator on the progress of the befriending relationship, notifying them of any difficulties in the relationship and seeks advice on how this should be resolved.
- To complete case notes information, case studies and monitoring forms

### **Skills/ experience/ qualities**

- To have an interest in the needs of prisoner's families
- To be respectful of the traditions of the courts
- To have a professional but empathetic manner
- To be friendly and approachable
- Be punctual and reliable
- To have excellent listening and verbal communication skills; ability to communicate confidently with a wide range of people
- To be a reliable and pro-active person
- To work well in a team
- To be able to work well independently
- To be non-judgmental

- To be available to attend training, support and development sessions

### **Availability**

- To commit for a minimum period of six months for one session a week/ fortnight during this period
- To attend training courses and supervisions as required

### **Support**

NEPACS offers to all volunteers;

- Initial training and induction to the role
- On-going learning and support
- Regular information regarding developments within NEPACS via monthly newsletter

NEPACS asks volunteers

- To commit to volunteering agreement
- To sign a confidentiality statement
- To agree to appropriate checks

### **To apply:**

Please download an application form from our website [www.nepacs.co.uk/info/volunteering](http://www.nepacs.co.uk/info/volunteering) or contact [volunteering@nepacs.co.uk](mailto:volunteering@nepacs.co.uk) tel 0191 3757278.