Volunteer role description

Who we are

Our system does not always address the root causes of crime. Anyone can end up at court alone, feeling powerless, trapped and terrified. CASS+ is independent of the system, perfectly-placed inside the courts in Exeter, Newton Abbot, Plymouth, Bodmin and Truro. We listen and give free practical advice; emotional support; and ongoing help. We can reduce re-offending by working with our partners to find solutions to the complicated situations people face, especially when it comes to:

- spiralling financial hardship and debt
- homelessness and accommodation
- general wellbeing
- domestic abuse
- substance use
- mental health, including depression and anxiety
- literacy issues
- general court support

Our values and behaviour

Humanity first

People are not numbers. We combine empathy, compassion and knowledge to guide each person towards a positive future.

Supportive

We actively listen so that each person gets tailored support at court and into life beyond.

Creative problem-solving

We use our extensive networks and experience of the Justice System to work with others to find solutions.

Helpful

We're ready and willing to help. We can stay by their side for as long as they want us.

Determined

We never give up. We advocate for people and encourage them to find their own voice.

Summary of the role

- Talking to people in the court waiting areas
- Providing emotional support to individuals ahead of court hearings, helping to ease anxiety and create calm
- Accompanying them to court
- Explaining practical arrangements about court proceedings
- Listening
- Connecting people with relevant support services
- Maintaining confidential and accurate records and administrative systems
- Maintaining confidentiality and professional boundaries

Qualities required for the role

- Patient, dependable, and emotionally resilient
- Comfortable supporting people who may be distressed
- Ability to communicate, both verbally and in writing
- Empathetic
- Open and approachable
- Reliable and punctual

- Ability to respect people from different backgrounds and circumstances
- Ability to work positively and supportively in a small team
- Willing to complete training
- Willing to complete DBS checks and safeguarding
- Comfortable with supervision
- Ability to identify support needs and provide advice, signposting and referrals for clients
- Work in accordance with CASS+ training, policies and procedures

NB. Volunteers do not provide legal advice or influence court proceedings

Skills for the role

- Good written English
- Ability to sift through complex information and extract what is relevant
- Ability to work confidentially and sensitively with confidential data
- Good IT skills, including Outlook 365

What will CASS+ do for you?

- Structured and thorough induction.
- Ongoing professional training with Me Learning, covering: GDPR; Equality and Diversity; Health and Safety; Safeguarding; Sexual Harassment in the Workplace; Domestic Abuse and Intimate Partner Violence; Preventing Sexual Harassment in the Workplace; Mental Health Awareness; Bullying and Harassment in the Workplace; Professional Boundaries (working with adults); Trauma Awareness; Information and Cyber security; and Autism Awareness.
- Re-imbursement for all reasonable travel expenses incurred as a result of volunteering, in accordance with our volunteer expense policy.
- Regular support from our local Coordinator.
- Access to Health Assured, a 24-hour confidential helpline and employee assistance programme offering: 10 counselling sessions, either remote or face-to-face; one-to-one life and leadership coaching; legal information

services; up to three sessions of personal finance coaching; family advice; and support for dependents and retirees for up to three months.
- Provide evidence of your training and contribution with certificates of achievement.

Why volunteer with us?

- Make a difference in your community
- Learn about the criminal justice system
- Increase your skills, knowledge and experience
- Meet new people
- Join a friendly team of staff and volunteers of all ages and backgrounds
- Do something extremely interesting with your spare time

Further information

Find out more here.

Contact: admin@cassplus.org.uk

Call: Chris on 07539 837115

Apply now

Complete the online application form here.