

## Community Rehabilitation Volunteer Role Description

### When and where?

It is an expectation that Community Rehabilitation Volunteers will be available for a minimum of one full day or two half days per week, within office hours: Monday to Friday, 8.30am to 5.00pm, according to local office need and to be agreed upon appointment. Flexibility regarding availability and location are an advantage. Services are delivered primarily through Community Justice Hubs located in community premises throughout County Durham, Darlington and Teesside.

### Accountable to:

Volunteer Co-ordinator

### Role Purpose

As a positive role model and member of the local community, you can contribute to the reduction of adult re-offending by:

- supporting participants to problem-solve, develop self-confidence and life skills to help break the cycle of reoffending;
- enabling contact with local community-based agencies who can offer rehabilitative and successful integration into the community.

*Volunteers will not be expected to undertake or replace the work of paid colleagues, but will compliment existing services.*

### Main Tasks

- to contribute to identifying participants needs, support problem-solving and enable access to relevant community resources
- to share information appropriately and update participants electronic records, maintaining appropriate confidentiality
- to assist the team to gather resource information and update electronic resource directory
- to complete necessary administrative tasks in relation to cases, eg file preparation, form-filling
- to complete expense claims, log sheet, availability diary
- to attend appropriate meetings and development activities.

### Skills/Experience/Qualities

- To have an interest in improving communities by reducing re-offending
- To be a positive role model: reliable, punctual, optimistic – recognise that people can change
- Recognise and respect diversity
- Basic literacy and numeracy and IT skills
- Experience of motivating and helping others (including family or friends) to achieve goals or solve problems
- Awareness of confidentiality
- Knowledge: the problems participants face; local services – education, training, housing etc
- Excellent listening and verbal communication skills and to be able to communicate effectively with participants, community organisations and colleagues
- Ability to deal with difficult situations in a calm but firm manner
- Willingness to use own transport (with appropriate insurance cover) or public transport

### Training and Support

- DTV CRC will provide training and induction into the role
- Locality Probation Manager will identify day-to-day support, supervision and organisation of tasks

### Screening process

- Application form
- Initial screening of application forms by Volunteer Co-ordinator and HR Unit
- Interview
- Vetting checks – 2 suitable references; Disclosure and Barring Service check (please note a further discussion may be necessary for any applicant whose enhanced DBS check shows convictions, remands, warnings or cautions); NOMS Security Vetting Risk Assessment
- Satisfactory completion of Volunteer Induction Programme – 3 days initial training.

### Expenses

Agreed out-of-pocket travelling and parking costs of attending for volunteering duties and training will be reimbursed.