



# Volunteer Mentor Handbook

Supporting probation services in Hampshire & Isle of Wight



March 2018

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## Chief Executive's Foreword

Welcome to the Hampshire and Isle of Wight Community Rehabilitation Company (CRC) – we are delighted that you are interested in volunteering with us.

Our volunteers make a unique and valuable contribution to our work with service users and our local communities.

Volunteers are well placed to understand the circumstances and needs of our service users. They provide much needed support to enable our service users to develop and reach their potential. Your skills and experience can make a positive difference to people's lives.

In return we provide training and support to enable you to develop your skills and experience. I hope you find your volunteering interesting and rewarding and thank you for your interest and offering us your time.



Kim Thornden-Edwards

Chief Executive Officer  
Hampshire & Isle of Wight CRC



### About the HIOW CRC

The Hampshire & Isle of Wight Community Rehabilitation Company (HIOW CRC) works with our service users – men and women who have been placed by the Courts under our supervision, or those who have been released from prison on licence – to manage risk to the public, and to enable them to make the right decisions in managing a life which is free from offending.

Hampshire & the Isle of Wight have a population of around 1.5 million, and the H&IOWCRC is responsible for managing around 4,000 service users.

### What We Do

Our employees work with those who have been convicted of theft, fraud, burglary, driving offences, and offences of domestic and other violence; those who are assessed as low to medium risk to the community. Our colleagues in the National Probation Service (NPS) manage the smaller group of offenders who commit the more serious offences and present a higher risk.

Our work involves helping service users to develop the skills and commitment to live a crime-free life, referring them to group work activities, Community Payback and partner services such as substance misuse services and education and employment agencies.

Working closely with our partners, the HIOW CRC has two major duties:

- the protection of the public from harm
- the rehabilitation of Service Users to encourage and support their desistance from crime

## HIOW CRC Values

The Hampshire and Isle of Wight Community Rehabilitation Company (HIOW CRC) is committed to providing high quality services to help our service users make progress in their lives and desist from crime.

As an Interserve-led company we embody and prioritise the organisational values below.



## Equality and Diversity at the HIOW CRC

The Hampshire & IOW CRC is committed to the principles of a fair and inclusive society. We will therefore strive in all our work to achieve equality of opportunity for our staff, volunteers and for all the people using our services. We value and will achieve diversity and equality throughout our Company and will ensure its integration into every aspect of our leadership, structure and practice.

All people coming into contact with Hampshire & IOW CRC can expect to be treated with equality and fairness. We recognise and value diversity and we will ensure that our services are accessible and suitable for everyone. We will actively promote equality in relation to race, gender, gender reassignment, religion or belief, age, disability, sexual orientation, pregnancy and maternity, and marriage and civil partnership.

Promoting equality and respecting peoples' differences is at the core of our activities and we know we have a crucial role to play in building the confidence of the diverse communities we serve.

We welcome people from our local communities as volunteers, recognising the value of different backgrounds, skills outlooks and experiences that volunteer mentors will bring to the service.

## Volunteering with us

### Hampshire and Isle of Wight Volunteer Mentors

Volunteer Mentors undertake a variety of roles in different settings across the organisation, with the common goal of improving service users' engagement with their orders and licences and helping them integrate into their communities.

Some of our volunteers work on a one to one basis with service users; others work with groups of service users.

All of our volunteers will work closely with their Volunteer Coordinator to ensure that they can successfully undertake their role.

#### A Volunteer Mentor may be involved in:

- Supporting and encouraging Service Users to keep to the terms of their order or licence.
- Supporting Service Users to attend unpaid work projects and engage positively.
- Supporting Service Users to complete application forms for housing and other agencies.
- Encouraging Service Users to set their own realistic goals and work towards them.
- Encouraging self-help and the development of the Service User's self-esteem.
- Supporting the Service User to positively fill their time.
- Helping Service Users to access relevant local resources and services, which they may need.
- Assisting Service Users to attend appointments.
- Helping Service Users to improve their literacy skills.

#### How much time will you need to offer?

You will be providing a valuable service to our service users who need consistency and above all your time. We feel that both the volunteers and service users gain the most benefit from regular volunteering and the CRC is looking for a minimum commitment of 4 hours per week over 6 months post-training.

## Key skills of a great volunteer

These will depend on the types of support you give and will include:

**Passionate** about helping others to make progress and reach their potential

**Confident communication**  
able to engage in a respectful and non-judgemental way

Able to **listen** to others, demonstrate **kindness** and be **empathic** towards others

Able to work within the **health and safety** requirements of the role

Able to handle information **sensitively** and **confidentially**

**Problem solving**  
Able to help others and work with them to gather information and seek pro social solutions

## Support, training and expenses for volunteers

### Training and Supervision

To prepare Volunteer Mentors for their roles H&IOW CRC will be offering a range of training programmes, which you will be invited to complete before you start volunteering. All Volunteer Mentors will be expected to successfully complete the three-day in-house induction training. This training includes the following:

- The work of the CRC
- Role of the Mentor
- Building relationships
- Confidentiality and boundaries
- Completing the role safely
- Diversity Awareness
- Understanding the risks of serious harm/risk of re-offending

Further training opportunities will be available according to the role of the volunteer.

The CRC is committed to helping volunteers complete a recognised qualification while undertaking volunteering tasks and giving support to find paid employment.

All Volunteer Mentors will be expected to undertake supervision with the Volunteer Coordinator. This will be undertaken at a minimum of monthly intervals. Supervision is an opportunity for reflection, support and feedback on your volunteering role. These sessions will be used to identify further training opportunities and development of the volunteering role.

### Expenses

Volunteers are entitled to have their travel expenses and any other reasonable expenses refunded. This includes:

- Public transport to and from the activity
- Mileage allowance at 45p per mile for travel agreed in advance with the Volunteer Coordinator.

## How to apply to be a HIOW CRC Volunteer

We welcome applications from people with shared life experiences or lived experience of the Criminal Justice System who are committed to supporting others to reach their potential.

- Applicants must be 18 years or over
- If you are a current service user, the support of your Case Manager/Senior Case Manager is essential to apply.

### In addition:

Applicants will be assessed to determine their suitability for volunteer roles to ensure they can undertake these roles safely.

All applicants will be subject to a DBS (Disclosure and Barring Service) check and the assessment of suitability for volunteering will include consideration of the nature and immediacy of any previous offending.

All applicants will be required to successfully complete training to undertake volunteer/mentoring roles.

We expect our volunteers to commit to a minimum of 4 hours per week volunteering over 6-months post training.

## Recruitment Process

The CRC aims to recruit volunteers with a range of skills and experience to meet the purposes set out in the role descriptions.

Please visit our website [www.hiowcrc.co.uk](http://www.hiowcrc.co.uk) to access a copy of our application form.

Applicants will complete an application form, which includes providing two references and completing a Disclosure of Criminal Convictions Form. The CRC undertakes an enhanced criminal records check under the Disclosure and Barring Service (DBS). The completed application form should be emailed to [PSCRecruitment.CRC@Interserve.com](mailto:PSCRecruitment.CRC@Interserve.com)

Suitable applicants will attend an initial informal interview, which will be carried out by the Volunteer Coordinator.

## Recruitment Process

**Recruitment is open all year round**

**Completed application received by [Recruitment@interservefls.gse.gov.uk](mailto:Recruitment@interservefls.gse.gov.uk)**

**Initial informal interview undertaken with a Volunteer Coordinator to discuss the role.**

**Decision taken to invite the applicant to the Induction Training and References requested**



**Induction Training undertaken. This training will be three full days.**



**Successful applicants attend a Post Training Interview**



**Criminal Record Checks undertaken and final assessment of suitability for volunteering completed.**

## Volunteer Mentor Role Profile

**Purpose:** To enhance the work of the Hampshire and Isle of Wight Community Rehabilitation Company by supporting service users to make positive progress with their lives and comply with the requirements of their Community Orders and Licences.

**Eligibility:** This role is open to anyone and we welcome applications from people with lived experience of the Criminal Justice System.

You will use your expertise from your own experience to empathise and support service users who are experiencing difficulties and distress. This support will be given flexibly to meet the needs of the service user and will be agreed with their Case Manager/Senior Case Manager.

### Activities to be undertaken within the role

The support you will provide, with guidance from your Volunteer Coordinator, could include:

- Supporting service users with practical problems and work with them to gather information and seek pro-social solutions.
- Supporting service users to gain day to day life skills
- Helping service users plan their time and engage in constructive activities and leisure.
- Helping service users make benefit claims or complete applications for housing or employment.
- Supporting service users to engage and overcome barriers to attendance at rehabilitation activities.

Key Skills you will need:

- Passionate about helping others to make progress and reach their potential
- Good ability to communicate and engage in a respectful and non-judgemental way with a range of people
- Able to listen to others, demonstrate kindness and be empathic towards others
- Able to handle information sensitively and confidentially
- Able to work within the health and safety requirements of the role

A detailed role description is available at the end of the Handbook.

## Women's Centre Volunteer Role Profile

**Purpose:** To enhance the work of the Hampshire and Isle of Wight Community Rehabilitation Company by supporting service users at CRC Women's Centres

**Eligibility:** This role is open to any woman including women with lived experience of the Criminal Justice System.

You will use your expertise from your own experience to empathise and support service users who are experiencing difficulties and distress.

### Activities to be undertaken within the role

The support you will provide, with guidance from your Volunteer Coordinator, could include:

- Help to set up, organise and close down the Women's Centres
- Greet and welcome service users attending the Women's Centres
- Help CRC staff organise guest speakers for the Women's Centres
- Support service users to join in and engage with the group work which is undertaken at the Women's Centres.



A detailed role description is available at the end of the Handbook.

## About Turn Project Volunteer Role Profile

**Purpose:** To enhance the work of the Hampshire and Isle of Wight Community Rehabilitation Company at the About Turn Projects by supporting service users.

**Eligibility:** This role is open to anyone and we welcome applications from people with lived experience of the Criminal Justice System.

You will use your expertise from your own experience to empathise and support service users who are experiencing difficulties and distress.

### Activities to be undertaken within the role

The support you will provide, with guidance from your Volunteer Coordinator, could include:

- Help to set up, organise and close down the About Turn Projects
- Greet and welcome service users attending the About Turn Projects
- Help CRC staff organise activities at the About Turn Projects
- Support service users to join in and engage with activities undertaken at the About Turn Projects



A detailed role description is available at the end of the document.

## Volunteer Unpaid Work Role Profile

**Purpose:** To enhance the work of the Hampshire and Isle of Wight Community Rehabilitation Company by supporting service users to make positive progress and complete their unpaid work.

**Eligibility:** This role is open to anyone who wants to contribute to their community by helping service users complete their unpaid work.

You will use your expertise from your own experience to empathise and support service users who are experiencing difficulties and distress in their own lives.

With guidance from your Volunteer Coordinator you will provide support, which could include:

- Supporting service users to attend the unpaid work induction and engage positively.
- Help and support service users sentenced to unpaid work to understand the requirement and next steps to reduce anxiety and concerns.

A detailed role description is available at the end of the document.

## Volunteer Peer Support Group Role Profile

### Role Pack

**Purpose:** To support the work of the Hampshire and Isle of Wight Community Rehabilitation Company by running peer support groups.

**Eligibility:** This role is open to anyone and we welcome applications from people with lived experience of the Criminal Justice System.

You will empathise with, support, and provide practical help to group members who are experiencing difficulties and distress.

With guidance from your Volunteer Coordinator you will provide support, which could include:

- Help to set up, organise and close down the groups.
- Greet and welcome service users attending the groups.
- Help CRC staff organise activities and speakers at the groups.
- Support service users to join in and engage with the group.

A more detailed role description is available at the end of the Handbook.

## Volunteer Induction Group Role Profile

**Purpose:** To support and assist Case Managers to deliver group inductions to service users who have recently been sentenced to a community sentence or released from prison.

**Eligibility:** This role is open to anyone and we welcome applications from people with lived experience of the Criminal Justice System.

With guidance from your Volunteer Coordinator you will provide support, which could include:

- Greet and welcome service users to the CRC
- Help service users engage with, and understand the content of the sessions.
- Support service users to complete relevant forms and exercises.

A more detailed role description is available at the end of the Handbook.

## Volunteer Code of Conduct

While volunteering for HIOW CRC you are expected to maintain and uphold high standards of behaviour. This enables the CRC to provide a quality service to those people who use our services.

These include:

1. Upholding the values of the organisation in your work to ensure that you promote the well-being of the service user at all times.
2. Dress in a manner which reflects the professionalism of your role and appropriate to the task you are carrying out.
3. Be honest in using the Company's time, resources and property

### Volunteering Safely

4. You are expected to act to ensure your own and other people's safety. This means working within our health and safety and lone working policies and procedures.

### Confidentiality

5. You must act to maintain and safeguard information, records and their confidentiality.

### Promoting Equality

6. You must treat others fairly and without discrimination. You are required to work within our equality and diversity policies.

### Safeguarding

7. Volunteers should be vigilant about safeguarding others from harm and work within the Safeguarding Policy.

### **Relationships with Service Users**

8. Take responsibility for setting professional boundaries based on fairness not discrimination and avoid being drawn into inappropriate dependency relationships.
9. Do not visit the service user at home without permission from the Volunteer Coordinator.
10. Do not give a service user your home address or personal phone numbers.
11. Do not accept or make 'friend requests' to service users on any social media sites.
12. Use social media sites responsibly and do not act in a manner which undermines or damages the reputation of the CRC.
13. You must not gain financial or other material benefit for yourself, family or friends from your contact with service users.
14. You must not handle service user's money and must not hold money on their behalf.
15. Offers of gifts from service users or other organisations should generally be tactfully refused. Exceptions would include modest gifts of under £10 in value. The receipt of any gifts must be reported to the Volunteer Coordinator.

### **Competence**

16. Attend and participate in training, supervision and team sessions.
17. Act within the limits of your role and skills. Refer service users to appropriate professionals for specialist and clinical advice.
18. Provide written feedback to CRC staff following all activity undertaken.

## Your health and safety

Volunteer Mentors are required to keep to the health and safety policy. There is a legal obligation to take care of your own health and safety and that of others. Volunteer Mentors will be inducted at any venues they are required to undertake activity. You must report all accidents to the Volunteer Coordinator and any incident in which you felt threatened or abused must be reported.

When meeting with Service Users you must always follow the lone working procedure. This will be explained fully to you at your induction training.

## Data Protection

The data protection act 1998 controls how personal information is stored and how the information is shared.

Practical guidance for handling information:

- ✓ Keep it secure from unauthorised persons.
- ✓ Make sure it is available when needed
- ✓ Never take personal information about Service Users out of the HIOW CRC premises without permission.
- ✓ Do not pass or share information about Service Users with anyone other than the case manager, senior case manager, duty manager or the Volunteer Co-ordinator.
- ✓ Make sure that the information about a service user is only used for the purpose it was collected.
- ✓ Keep information up-to-date and accurate.

## Confidentiality

Any information given to a Volunteer Mentor should be regarded as confidential to the Volunteer and the Company.

Volunteers within the HIOW CRC must respect and maintain the confidentiality of sensitive information which maybe about service users, or about the HIOW CRC and its partner organisations. Volunteers should not share such information with anyone outside of the HIOW CRC.

There are occasions when a staff member may judge that it is necessary to disclose information without the permission of the service user. These occasions are limited and include situations where:

- There is a risk of serious harm to any individual.
- When a Service User is suspected of being at risk of sexual, physical or emotional abuse.
- A service user is actively involved in criminal activity.
- There is a risk to the community/terrorist threat.

In these circumstances you must inform your Volunteer Coordinator and the Service User's senior case manager/case manager. The staff members will make the final decisions about the need for disclosure.

## Dealing with the media

If you are approached by any media organisation you must not disclose any of the following:

- The name of the Service User.
- The status of the Service User e.g. what type of order/licence they are on.
- The type of offence they have committed.

You must not claim to represent the company to any member of the media, unless it has been agreed by the Volunteer Coordinator and the Communications Business Partner.

If you are approached by any journalist or photographers you must do the following:

- Ask them their name, the name of the organisation they are representing and a contact telephone number for their organisations headquarters.
- Make a clear note of the journalist's enquiry.
- Ask them if they have a deadline and what it is.
- Inform the Volunteer Coordinator and the Communications Business Partner.

## Conflict Resolution

Hopefully your experience of being a volunteer will be positive; however should there be problems that occur with your volunteering HIOW CRC have a conflict resolution process in place.

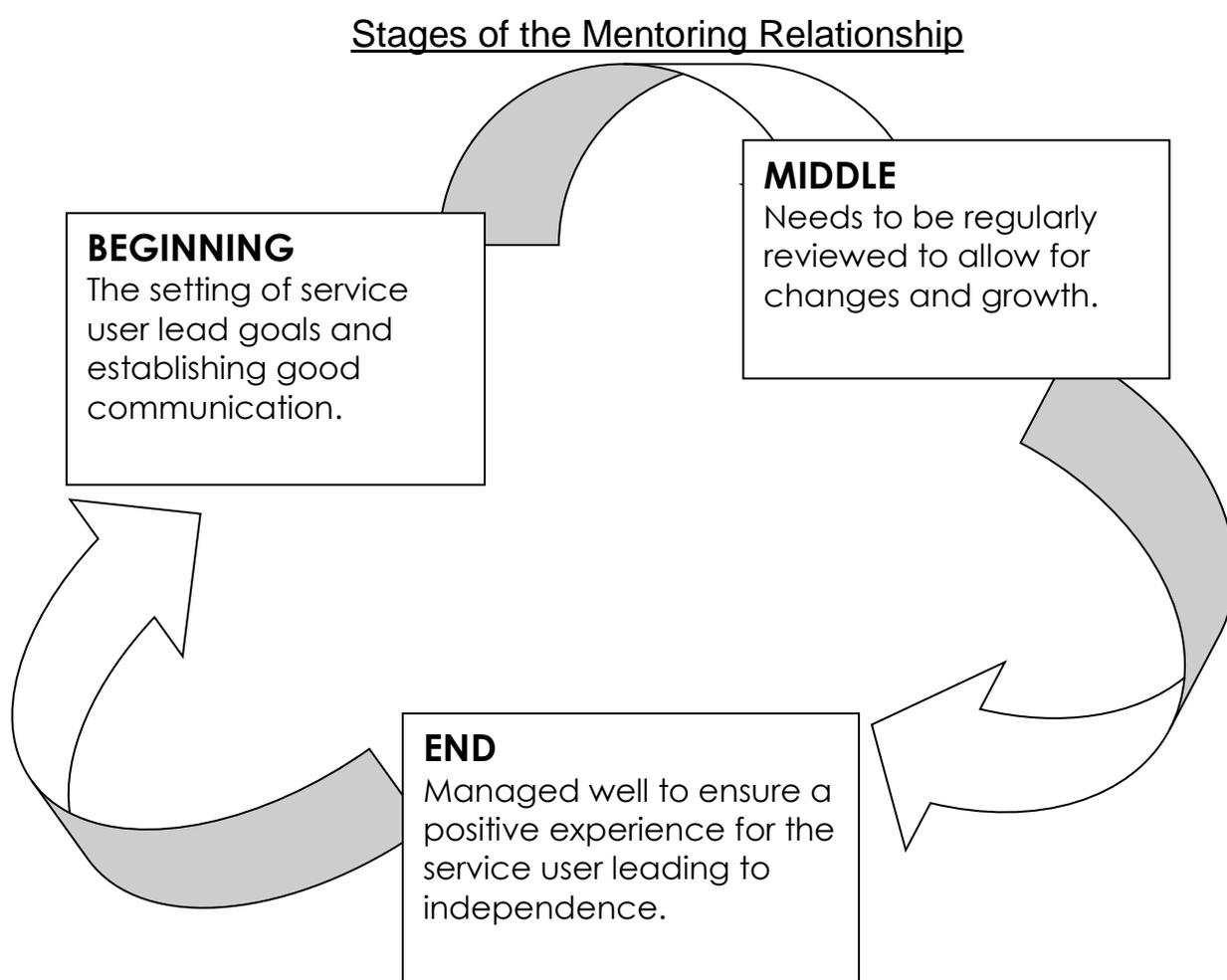
Firstly raise the problem with the Volunteer Coordinator who will look to resolve the problem. If they are unable to resolve the situation to your satisfaction you can speak to the Network Developer Manager. If the problem is with the Volunteer Coordinator you can speak directly to the Network Developer Manager.

## Understanding and Defining the Relationship between the Volunteer Mentor and the service user

### The mentoring relationship

The mentoring relationship is voluntary for parties and can be ended at anytime by the mentor, mentee or volunteer co-ordinator.

The mentoring relationship has a cycle of stages and a clear definition in terms of the stages is shown below:



At the beginning of the mentoring relationship the timescale for the mentoring support should be set to meet the goals agreed for the Service User. This approach will help to reduce the risk of over dependency and promote empowerment.

### Maintaining Boundaries

Always refer to and keep to the Volunteer Code of Conduct.

Volunteer Mentors for HIOW CRC should be considered the following when maintaining professional boundaries:

- You must not make personal arrangements to see a service user during the time you are not volunteering.
- If there is a chance meeting outside of volunteering activities you must inform your volunteer coordinator.
- You must not take service users, victims, their carers or families to your home.
- You should not meet a service user at their home without prior agreement with your Volunteer Coordinator.
- You must not give out your personal details to Service users, victims, their carers or families. This includes phone numbers email addresses etc.
- Do not accept or make 'friend requests' to service users on any social media sites.
- You must neither sell nor buy property from Service users, victims, their carers or families.
- Offers of gifts from service users or other organisations should generally be tactfully refused. Exceptions would include modest gifts of under £10 in value. The receipt of any gifts must be reported to the Volunteer Coordinator.
- You must not seek advice or support from a service user you are helping.

If you find yourself in any of the above situations you must inform the Volunteer Coordinator and seek advice.

HLOW CRC  
Volunteer Mentor Role Description:

<p><b>Purpose</b></p>	<p><b>Purpose:</b> To enhance the work of the Hampshire and Isle of Wight Community Rehabilitation Company by supporting service users to make positive progress with their lives and comply with the requirements of their Community Orders and Licences.</p>
<p><b>Time Commitment</b></p>	<p>We expect our volunteers to commit to a minimum of 4 hours per week volunteering over 6 months post training</p>
<p><b>The Role</b></p>	<p>You will empathise and support service users who are experiencing difficulties and distress. This support will be given flexibly to meet the needs of the service user and will be agreed with their Case Manager/Senior Case Manager.</p>
<p><b>Main Activities</b></p>	<p>The support you will provide, with guidance from your Volunteer Coordinator, could include:</p> <ul style="list-style-type: none"> <li>• Supporting service users with practical problems and work with them to gather information and seek pro-social solutions.</li> <li>• Supporting service users to gain day to day life skills</li> <li>• Helping service users plan their time and engage in constructive activities and leisure.</li> <li>• Helping service users make benefit claims or complete applications for housing or employment.</li> <li>• Supporting service users to engage and overcome barriers to attendance at rehabilitation activities.</li> </ul>
<p><b>Responsibilities</b></p>	<p><b>Confidentiality:</b> To maintain principles of confidentiality in line with Professional Standards Organisation Guidance and Local Information and Security Policy. <b>Safeguarding:</b> To ensure safeguarding by reporting any information that suggest somebody may be at risk of harm or re-offending.</p>

	<p><b>Boundaries:</b> To take responsibility for setting appropriate boundaries in the relationship with the service user.</p> <p><b>Policy compliance:</b> To comply with all relevant CRC policies, procedures and guidelines such as health and safety, equal opportunities and diversity.</p> <p><b>Attending meetings and training:</b> To attend and participate in training, supervision and group support sessions. To reliably attend the agreed volunteering activity and to ensure that, should an emergency arise, the volunteer has informed HIOW CRC that they are unable to attend.</p> <p><b>To maintain HIOW CRC principles:</b> of equality, being non-judgmental and to be a role model for pro-social behaviour at all times.</p> <p><b>Responding to communications:</b> to reply promptly to all communications from HIOW CRC staff.</p>
<p><b>Responsible to:</b></p>	<p>Case Manager/Senior Case Manager responsible for the case Volunteer Co-ordinator</p>
<p><b>Person Specification: Attitudes</b></p>	<p>Volunteers need to understand the issues facing service users as well as being:</p> <ul style="list-style-type: none"> <li>• Good at listening: able to hear what a person means and not just what they say.</li> <li>• Passionate about helping others to make progress and reach their potential</li> <li>• Non-judgemental: open-minded, and accepting of differences.</li> <li>• Caring: able to feel and show concern and empathy for others.</li> <li>• Supportive: to provide understanding and encouragement.</li> <li>• Resilient: able to cope and manage behaviour at times of stress.</li> <li>• Reliable: able to keep to agreed appointments and to carry out agreed tasks.</li> <li>• Positive: looks for and emphasises the positive aspects of a situation.</li> <li>• A positive role model: sets a good example.</li> <li>• Tolerant: even in frustrating or annoying circumstances.</li> <li>• Aware of their own limitations: knows when to seek help or advice.</li> </ul>

<b>Person Specification: Knowledge &amp; Skills</b>	<p>Volunteers will need to have:</p> <ul style="list-style-type: none"><li>• An awareness of local services and information sources</li><li>• An ability to read, write and carry out basic numeracy</li><li>• An understanding of issues relating to appropriate boundaries and confidentiality</li><li>• A mature and responsible attitude</li><li>• Good communication skills, able to liaise with internal and external staff</li></ul> <p>It is useful, but not essential, for Volunteers to have an interest in or knowledge of the Criminal Justice System.</p>
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## HIOW CRC

### Women's centre Volunteer Role Description

<p><b>Purpose</b></p>	<p>To support the delivery of the Women's Programme in the morning session:</p> <p>Assist service users to engage in the Peer led session in the afternoon session.</p>
<p><b>Role:</b></p>	<p>To aid CRC staff to deliver the Women's Programme and to assist service users to develop the Peer support element of the day.</p>
<p><b>Main Activities</b></p>	<p>In the Programme session:</p> <ul style="list-style-type: none"> <li>• Report to the CRC team.</li> <li>• Prepare materials for the day.</li> <li>• Assist with setting up the room</li> <li>• Meet new group attendees in the reception area and walk with them to the Women's centre if required</li> <li>• During the session scribe as agreed with facilitators</li> <li>• Offer 1:1 support to Service users with literacy issues to assist them to achieve the learning outcomes.</li> <li>• Feedback to facilitators significant comments made by service users.</li> </ul> <p>In the peer lead session:</p> <ul style="list-style-type: none"> <li>• Be proactive with the construction of the programme</li> <li>• Assist with the booking of speakers</li> <li>• Co deliver where appropriate</li> <li>• Meet and greet new group members</li> <li>• Encourage Service Users to engage with the sessions.</li> <li>• Ensure that any relevant information is feedback to the CRC staff.</li> <li>• At the end of the session help to return the materials and equipment to the office.</li> </ul>
<p><b>Responsibilities</b></p>	<p><b>Recording:</b> to record details of service user attendance</p> <p><b>Reporting:</b> to ensure that you alert staff of your arrival. To alert staff if there are any immediate concerns. Ensure that you let your Volunteer Coordinator know about any issues as soon as possible.</p> <p><b>Confidentiality:</b> to maintain principles of confidentiality in line with Professional Standards Organisation Guidance and Local Information and Security Policy.</p>

	<p><b>Safeguarding:</b> to ensure safeguarding by reporting any information which suggests somebody may be at risk of harm or re-offending.</p> <p><b>Boundaries:</b> to take responsibility for setting appropriate boundaries in the relationship with the service user.</p> <p><b>Policy compliance:</b> to comply with all relevant CRC policies, procedures and guidelines such as health and safety, equal opportunities and diversity.</p> <p><b>Attending meetings and training:</b> to attend and participate in training, supervision and group support sessions. To reliably attend the agreed volunteering activity and to ensure that, should an emergency arise, the volunteer has informed HIOW CRC that they are unable to attend.</p> <p><b>To maintain HIOW CRC principles:</b> of equality, being non-judgmental and to be a role model for pro-social behaviour always.</p> <p><b>Responding to communications:</b> to reply promptly to all communications from HIOW CRC staff.</p>
<b>Time Commitment</b>	Six hours per week
<b>Responsible to:</b>	Case Manager facilitating the group Volunteer Co-ordinator
<b>Person Specification: Attitudes</b>	<p>Volunteers need to understand the issues facing service users as well as being:</p> <ul style="list-style-type: none"> <li>• Good at listening: able to hear what a person means and not just what they say.</li> <li>• Non-judgemental: open-minded and accepting of differences.</li> <li>• Caring: able to feel and show concern and empathy for others.</li> <li>• Supportive: to provide understanding and encouragement.</li> <li>• Resilient: able to cope and manage behaviour at times of stress.</li> <li>• Reliable: able to keep to agreed appointments and to carry out agreed tasks.</li> <li>• Positive: looks for and emphasises the positive aspects of a situation.</li> <li>• A positive role model: sets a good example.</li> <li>• Tolerant: even in frustrating or annoying circumstances.</li> <li>• Aware of their own limitations: knows when to seek help or advice.</li> </ul>
<b>Person Specification: Knowledge &amp; Skills</b>	<p>Volunteers will need to have:</p> <ul style="list-style-type: none"> <li>• An awareness of local services and information sources</li> <li>• An ability to read, write and carry out basic numeracy</li> </ul>

	<ul style="list-style-type: none"><li>• An understanding of issues relating to appropriate boundaries and confidentiality</li><li>• A mature and responsible attitude</li><li>• Good communication skills, able to liaise with internal and external staff</li></ul> <p>It is useful, but not essential, for Volunteers to have an interest in or knowledge of the Criminal Justice System.</p>
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HIOW CRC  
About Turn Project Volunteer Role Description:

<b>Purpose</b>	To enhance the work of the Hampshire and Isle of Wight Community Rehabilitation Company at the About Turn Projects by supporting service users
<b>Time Commitment</b>	The About Turn Projects are held once a week at various locations. The projects open at 10am and close at approximately 3pm.
<b>The Role</b>	You will empathise and support service users attending the projects who are experiencing difficulties and distress.
<b>Main Activities</b>	<p>The support you will provide, with guidance from your Volunteer Coordinator, will include:</p> <ul style="list-style-type: none"> <li>• Help to set up, organise and close down the About Turn Projects</li> <li>• Greet and welcome service users attending the About Turn Projects</li> <li>• Help CRC staff organise activities at the About Turn Projects</li> <li>• Help replenish coffee and tea supplies</li> <li>• Support service users to join in and engage with activities undertaken at the About Turn Projects</li> <li>• To help develop a file with community information</li> <li>• To signpost to local services as appropriate</li> </ul>
<b>Responsibilities</b>	<p><b>Confidentiality:</b> to maintain principles of confidentiality in line with Professional Standards Organisation Guidance and Local Information and Security Policy.</p> <p><b>Safeguarding:</b> To ensure safeguarding by reporting any information which suggests somebody may be at risk of harm or re-offending.</p> <p><b>Boundaries:</b> to take responsibility for setting appropriate boundaries in the relationship with the service users.</p> <p><b>Policy compliance:</b> to comply with all relevant CRC policies, procedures and guidelines such as health and safety, equal opportunities and diversity.</p> <p><b>Attending meetings and training:</b> to attend and participate in training and supervision. To reliably attend the agreed volunteering activity and to ensure that, should an emergency arise, the volunteer has informed HIOW CRC that they are unable to attend.</p>

	<p><b>To maintain HIOW CRC principles:</b> of equality, being non-judgmental and to be a role model for pro-social behaviour at all times.</p> <p><b>Responding to communications:</b> to reply promptly to all communications from HIOW CRC staff</p>
<b>Responsible to:</b>	Case Managers running the About Turn Projects The Volunteer Co-ordinator
<b>Person Specification: Attitudes</b>	<p>Volunteers need to understand the issues facing adult offenders as well as being:</p> <ul style="list-style-type: none"> <li>• Good at listening: able to hear what a person means and not just what they say.</li> <li>• Non-judgemental: open-minded and accepting of differences.</li> <li>• Caring: able to feel and show concern and empathy for others.</li> <li>• Supportive: to provide understanding and encouragement.</li> <li>• Resilient: able to cope and manage behaviour at times of stress.</li> <li>• Reliable: able to keep to agreed appointments and to carry out agreed tasks.</li> <li>• Positive: looks for and emphasises the positive aspects of a situation.</li> <li>• A positive role model: sets a good example.</li> <li>• Tolerant: even in frustrating or annoying circumstances.</li> <li>• Aware of their own limitations: knows when to seek help or advice.</li> </ul>
<b>Person Specification: Knowledge &amp; Skills</b>	<p>Volunteers will need to have:</p> <ul style="list-style-type: none"> <li>• An awareness of local services and information sources</li> <li>• An ability to read, write and carry out basic numeracy</li> <li>• An understanding of issues relating to appropriate boundaries and confidentiality</li> <li>• A mature and responsible attitude</li> <li>• Good communication skills, able to liaise with internal and external staff</li> </ul> <p>It is useful, but not essential, for Volunteers to have an interest in or knowledge of the Criminal Justice System.</p>

**HLOW CRC**  
Unpaid Work Volunteer Role Description:

<b>Purpose</b>	To support and assist the Unpaid Work Supervisors to deliver the HLOW CRC Unpaid Work Induction and provide support to service users undertaking unpaid work.
<b>Time Commitment</b>	The group inductions are held twice a week. The session should be for 3 hours this includes preparation time and feedback at the end of the session.
<b>The Role</b>	The HLOW CRC Unpaid Work induction is the initial contact that Service users have with the CRC and it is essential that this is a positive experience. In this role the volunteer supports service users to take part and benefit from the induction and represents HLOW CRC in a positive prosocial manner
<b>Main Activities</b>	<ul style="list-style-type: none"> <li>• On arrival, the volunteer needs to make themselves known to the Supervisors delivering the induction on that day.</li> <li>• The volunteer will assist with the setting up of the room, equipment and preparation of the induction packs.</li> <li>• Meet and greet service users in the reception area, answer any domestic questions that arise re toilets and confirm service users are on the register for the induction.</li> <li>• Ensure that those entitled to travel expenses collect their expenses.</li> <li>• At the appointed time escort the service users to the group room for the induction.</li> <li>• During the induction support the staff delivering the session through distributing the induction packs and pens.</li> <li>• If agreed scribe on flip chart for the Supervisor.</li> <li>• Support the individual service users to complete the induction questionnaires and information sheets. When you are unsure of the correct answer consult with the Supervisor before giving advice.</li> <li>• If required provide 1:1 support for Service users with any identified barriers.</li> <li>• Assist with distributing placement information feeding back any specific difficulties to the Supervisor.</li> <li>• Assist staff to collate the induction packs at the end of the session.</li> </ul>

	<ul style="list-style-type: none"> <li>• Provide feedback on individual service users if required.</li> </ul>
<b>Responsibilities</b>	<p><b>Confidentiality:</b> to maintain principles of confidentiality in line with Professional Standards Organisation Guidance and Local Information and Security Policy.</p> <p><b>Safeguarding:</b> To ensure safeguarding by reporting any information which suggests somebody may be at risk of harm or re-offending.</p> <p><b>Boundaries:</b> to take responsibility for setting appropriate boundaries in the relationship with the service user.</p> <p><b>Policy compliance:</b> to comply with all relevant CRC policies, procedures and guidelines such as health and safety, equal opportunities and diversity.</p> <p><b>Attending meetings and training:</b> to attend and participate in training, supervision and group support sessions. To reliably attend the agreed volunteering activity and to ensure that, should an emergency arise, the volunteer has informed HIOW CRC that they are unable to attend.</p> <p><b>To maintain HIOW CRC principles:</b> of equality, being non-judgmental and to be a role model for pro-social behaviour at all times.</p> <p><b>Responding to communications:</b> to reply promptly to all communications from HIOW CRC staff.</p>
<b>Responsible to:</b>	Unpaid Work Supervisor delivering the induction Volunteer Co-ordinator
<b>Person Specification: Attitudes</b>	<p>Volunteers need to understand the issues facing adult offenders as well as being:</p> <ul style="list-style-type: none"> <li>• Good at listening: able to hear what a person means and not just what they say.</li> <li>• Non-judgemental: open-minded and accepting of differences.</li> <li>• Caring: able to feel and show concern and empathy for others.</li> <li>• Supportive: to provide understanding and encouragement.</li> <li>• Resilient: able to cope and manage behaviour at times of stress.</li> <li>• Reliable: able to keep to agreed appointments and to carry out agreed tasks.</li> <li>• Positive: looks for and emphasises the positive aspects of a situation.</li> <li>• A positive role model: sets a good example.</li> </ul>

	<ul style="list-style-type: none"> <li>• Tolerant: even in frustrating or annoying circumstances.</li> <li>• Aware of their own limitations: knows when to seek help or advice.</li> </ul>
<p><b>Person Specification: Knowledge &amp; Skills</b></p>	<p>Volunteers will need to have:</p> <ul style="list-style-type: none"> <li>• An awareness of local services and information sources</li> <li>• An ability to read, write and carry out basic numeracy</li> <li>• An understanding of issues relating to appropriate boundaries and confidentiality</li> <li>• A mature and responsible attitude</li> <li>• Good communication skills, able to liaise with internal and external staff</li> </ul> <p>It is useful, but not essential, for Volunteers to have an interest in or knowledge of the Criminal Justice System.</p>

HLOW CRC  
Induction Group Volunteer Role Description:

<p><b>Purpose</b></p>	<p>To support and assist case managers in the HLOW CRC Group inductions.</p>
<p><b>Time Commitment</b></p>	<p>The group inductions are held twice a week the session should be for 3 hours this includes preparation time and feedback at the end of the session.</p>
<p><b>The Role</b></p>	<p>The HLOW CRC group induction is the initial contact that Service users have with the CRC and it is essential that this is a positive experience. In this role the volunteer supports service users to take part and benefit from the induction and represents HLOW CRC in a positive prosocial manner.</p>
<p><b>Main Activities</b></p>	<ul style="list-style-type: none"> <li>• On arrival, the volunteer needs to make themselves known to the case managers delivering the induction on that day.</li> <li>• The volunteer will assist with the setting up of the room and the preparation of the induction packs and equipment.</li> <li>• Meet and greet service users in the reception area and answer any domestic questions that arise re toilets and confirming they are on the register for the induction.</li> <li>• Ensure that those entitled to travel expenses collect their expenses.</li> <li>• At the appointed time escort the service users to the group room for the induction.</li> <li>• During the induction support the staff delivering the session through distributing the induction packs and pens.</li> <li>• If agreed scribe on flip chart for the Case Manager</li> <li>• Supporting the individual service users to complete the induction questionnaires and information sheets. When you are unsure of the correct answer consult with the Case manager before giving advice.</li> <li>• If required provide 1:1 support for Service users with any identified barriers.</li> <li>• Assist staff to collate the induction packs at the end of the session.</li> <li>• Provide feedback on individual service users if required.</li> </ul>

<b>Responsibilities</b>	<p><b>Confidentiality:</b> To maintain principles of confidentiality in line with Professional Standards Organisation Guidance and Local Information and Security Policy.</p> <p><b>Safeguarding:</b> To ensure safeguarding by reporting any information that suggest somebody may be at risk of harm or re-offending.</p> <p><b>Boundaries:</b> To take responsibility for setting appropriate boundaries in the relationship with the service user.</p> <p><b>Policy compliance:</b> To comply with all relevant CRC policies, procedures and guidelines such as health and safety, equal opportunities and diversity.</p> <p><b>Attending meetings and training:</b> To attend and participate in training, supervision and group support sessions. To reliably attend the agreed volunteering activity and to ensure that, should an emergency arise, the volunteer has informed HIOW CRC that they are unable to attend.</p> <p><b>To maintain HIOW CRC principles:</b> of equality, being non-judgmental and to be a role model for pro-social behaviour at all times.</p> <p><b>Responding to communications:</b> to reply promptly to all communications from HIOW CRC staff.</p>
<b>Responsible to:</b>	Case Manager delivering the induction Volunteer Co-ordinator
<b>Person Specification: Attitudes</b>	<p>Volunteers need to understand the issues facing service users as well as being:</p> <ul style="list-style-type: none"> <li>• Good at listening: able to hear what a person means and not just what they say.</li> <li>• Non-judgemental: open-minded, and accepting of differences.</li> <li>• Caring: able to feel and show concern and empathy for others.</li> <li>• Supportive: to provide understanding and encouragement.</li> <li>• Resilient: able to cope and manage behaviour at times of stress.</li> <li>• Reliable: able to keep to agreed appointments and to carry out agreed tasks.</li> <li>• Positive: looks for and emphasises the positive</li> </ul>

	<p>aspects of a situation.</p> <ul style="list-style-type: none"> <li>• A positive role model: sets a good example.</li> <li>• Tolerant: even in frustrating or annoying circumstances.</li> <li>• Aware of their own limitations: knows when to seek help or advice.</li> </ul>
<p><b>Person Specification: Knowledge &amp; Skills</b></p>	<p>Volunteers will need to have:</p> <ul style="list-style-type: none"> <li>• An awareness of local services and information sources</li> <li>• An ability to read, write and carry out basic numeracy</li> <li>• An understanding of issues relating to appropriate boundaries and confidentiality</li> <li>• A mature and responsible attitude</li> <li>• Good communication skills, able to liaise with internal and external staff</li> </ul> <p>It is useful, but not essential, for Volunteers to have an interest in or knowledge of the Criminal Justice System.</p>

HIOW CRC  
Volunteer Peer Support Group Role Description:

<b>Purpose</b>	To support the work of the Hampshire and Isle of Wight Community Rehabilitation Company by running peer support groups.
<b>Time Commitment</b>	The Peer Support Groups are held once a week at various locations. The groups operate for two to three hours.
<b>The Role</b>	You will empathise with, support, and provide practical help to group members who are experiencing difficulties and distress.
<b>Main Activities</b>	<p>The support you will provide, with guidance from your Volunteer Coordinator, will include:</p> <ul style="list-style-type: none"> <li>• Help to set up, organise and close down the groups.</li> <li>• Greet and welcome service users attending the groups.</li> <li>• Help CRC staff organise activities and speakers at the groups.</li> <li>• Support service users to join in and engage with the group.</li> </ul>
<b>Responsibilities</b>	<p><b>Confidentiality:</b> to maintain principles of confidentiality in line with Professional Standards Organisation Guidance and Local Information and Security Policy.</p> <p><b>Safeguarding:</b> To ensure safeguarding by reporting any information which suggests somebody may be at risk of harm or re-offending.</p> <p><b>Boundaries:</b> to take responsibility for setting appropriate boundaries in the relationship with the service user.</p> <p><b>Policy compliance:</b> to comply with all relevant CRC policies, procedures and guidelines such as health and safety, equal opportunities and diversity.</p> <p><b>Attending meetings and training:</b> to attend and participate in training, supervision and group support sessions. To reliably attend the agreed volunteering activity and to ensure that, should an emergency arise, the volunteer has informed HIOW CRC that they are unable to attend.</p> <p><b>To maintain HIOW CRC principles:</b> of equality, being non-judgmental and to be a role model for pro-social behaviour at all times.</p>

	<b>Responding to communications:</b> to reply promptly to all communications from HIOW CRC staff.
<b>Responsible to:</b>	Volunteer Co-ordinator and any Case managers co-facilitating the group
<b>Person Specification: Attitudes</b>	<p>Volunteers need to understand the issues facing adult offenders as well as being:</p> <ul style="list-style-type: none"> <li>• Good at listening: able to hear what a person means and not just what they say.</li> <li>• Non-judgemental: open-minded and accepting of differences.</li> <li>• Caring: able to feel and show concern and empathy for others.</li> <li>• Supportive: to provide understanding and encouragement.</li> <li>• Resilient: able to cope and manage behaviour at times of stress.</li> <li>• Reliable: able to keep to agreed appointments and to carry out agreed tasks.</li> <li>• Positive: looks for and emphasises the positive aspects of a situation.</li> <li>• A positive role model: sets a good example.</li> <li>• Tolerant: even in frustrating or annoying circumstances.</li> <li>• Aware of their own limitations: knows when to seek help or advice.</li> </ul>
<b>Person Specification: Knowledge &amp; Skills</b>	<p>Volunteers will need to have:</p> <ul style="list-style-type: none"> <li>• An awareness of local services and information sources</li> <li>• An ability to read, write and carry out basic numeracy</li> <li>• An understanding of issues relating to appropriate boundaries and confidentiality</li> <li>• A mature and responsible attitude</li> <li>• Good communication skills, able to liaise with internal and external staff</li> </ul> <p>It is useful, but not essential, for Volunteers to have an interest in or knowledge of the Criminal Justice System.</p>