

## Volunteer Applicants Must Be:

- At least 18 years old.
- Able to commit flexible availability, mainly in the day time, and willing to travel up to 2 hours to attend home visits. Out of pocket travel expenses are reimbursed.
- Hold a valid driving license and have business use on their insurance policy.
- Able to complete an initial training commitment of 5 days of training.
- Commit to two cases a year.
- Attend mandatory group supervision sessions, one practitioner development day a year and complete 12 hours of professional development.
- Be willing to undertake an enhanced disclosure and barring check (DBS).
- Able to provide two references.



## How do I apply?

- To apply to be a volunteer restorative practitioner firstly you must request an application form from [makeamends@shekinah.co.uk](mailto:makeamends@shekinah.co.uk). Alternatively, you can call the office on **01803 222033** and speak to a member of staff about the role without obligation.
- Once we receive your application we will undertake an informal interview. If you are successful, we will invite you onto our training course.
- During the training course you will have an opportunity to see if you want to commit to a volunteer role and we will have the opportunity to identify whether or not you have the skills to be an effective and safe restorative practitioner.
- If you successfully complete your training, we will undertake reference checks and complete a full disclosure and barring service check (DBS).
- We are committed to the recruitment of volunteers from all diverse backgrounds and will make reasonable adjustment to enable a responsive and supportive recruitment process. If you need any additional assistance please make us aware during the recruitment process.

## Working in partnership with...



Devon & Cornwall Police



Tel: 01803 222033

Email: [makeamends@shekinah.co.uk](mailto:makeamends@shekinah.co.uk)

 [makeamendsrj](https://www.facebook.com/makeamendsrj)

 [@makeamendsrj](https://twitter.com/makeamendsrj)



# MAKE AMENDS

Empowering people to make things right

## Restorative Justice

Information on volunteering  
for Make Amends



## What is Make Amends?

Make Amends is a service that delivers a choice of restorative opportunities that seek to heal the harm caused by crime, conflict, anti-social behaviour and the harmful actions of others across Devon and Cornwall. All of our practitioners have undergone specialist training in Restorative Justice and work to the standards set by the Restorative Service Quality Mark (RSQM). They are individuals who are passionate about repairing harm and strongly believe in the principles of restorative practice. Their aim is to support participants to find resolution and to make the experience as positive as possible.

**Our Vision: Working towards a Restorative Devon and Cornwall.**

## What is Restorative Justice?

Restorative Justice creates opportunities for people affected by crime, conflict, anti-social behaviour or the harmful actions of others to meet with the person responsible for causing the harm in order to get answers to their questions and to explain the effect the incident has had on them. It gives those who accept responsibility for the harm they have caused, an insight into the real impact their actions have had upon the person affected, their friends and family or the community. It also creates opportunities to find ways in which those who have caused the harm can make amends for what they've done. The process aims to help everyone move on.

## How does Restorative Justice work?



Restorative Justice is a voluntary process for everyone involved. Those who choose to take part will be supported throughout the process by a trained independent practitioner.

The first step is for our practitioners to meet with both parties to listen to what happened and to find out what needs to be done to make things right. Our practitioners will talk through the options available with both parties. If they decide that they would like to meet face to face, our practitioners will explore the possibility of this happening. If a meeting can't go ahead both parties will have the opportunity to consider alternatives such as indirect communication in the form of a letter, a recorded message or through shuttle mediation for example.

If both parties would like to meet, our practitioners will work with those involved to identify a suitable and neutral venue for the meeting. This will be done at the right time for both parties. Our practitioners will guide the meeting to make sure that everyone will be given the opportunity to have their say in a safe way. Those who have been harmed, as well as those who have caused harm, will be able to bring a friend, family member or supporter along.

## What does a Volunteer at Make Amends do?

Volunteers at Make Amends provide a pivotal role in enabling people to move on from crime. They work alongside paid members of staff to provide an essential link between the people and communities affected by crime and those responsible for the harm caused. Volunteer practitioners are required to be good listeners, be non-judgmental and be impartial because much of their time is spent listening to people talk about what happened and what they need to move on. Most work is completed in the community, with volunteers attending home visits with another practitioner to meet people affected by crime and those responsible. Some meetings also take place in the prison.

*"Volunteering at Make Amends is giving me experience in the area of work I wish to pursue. It also gives me a purpose knowing I am helping people to move past difficult and traumatic life events"*  
Volunteer at Make Amends.

As a volunteer practitioner you will also be working with a community of other restorative practitioners across Devon and Cornwall, learning from each other and making great connections. No two cases are ever the same and you will be working with people from a wide range of backgrounds which makes the case work exciting and very rewarding.

*"Being a volunteer is about making a difference to someone's life. For people involved in Restorative Justice, it can be an extremely empowering and transformative experience - you could be part of this as a Volunteer Restorative Justice Practitioner"* Gemma Leeming- Senior Restorative Justice Practitioner