

### Volunteer Role Description

**Role Title:** Volunteer Co-Facilitator – Make Amends

**Team/Service:** Shekinah

**Accountable To:** Make Amends Service Co-ordinator

*(Line manager)*

#### **Context & Background to Purpose of Role**

The expectations within this role will be to work with clients to facilitate a restorative intervention. Examples of this work will include: -

- Meeting clients in person at the point of referral. This may consist of a home visit, or a meeting held in office for example
- Undertaking risk assessments
- Arranging and facilitating direct or indirect communication between clients
- Supporting clients to undertake reparation
- Maintaining contact with clients throughout the process
- Undertaking evaluation and monitoring of our outcomes

#### **1. Key Purpose of Role**

1.1. To facilitate restorative justice meetings / restorative interventions between people who have been harmed and those who are responsible for the harm.

#### **2. Key Duties**

2.1 Volunteers will be allocated new referrals and will follow restorative conferencing protocols, meeting both sets of clients, listening to their wishes, and assessing suitability for a restorative intervention.

2.2 Volunteers will undertake comprehensive risk assessments and maintain assessment records. Medium to high-risk interventions will need to be signed off by the project manager.

2.3 Volunteers will work to create an impartial, confidential, and safe restorative intervention, responding to the needs of our clients.

- 2.4 Volunteers will work proactively with other restorative practitioners in the project to co-facilitate conferences.
- 2.5 Volunteers will report to the Project Manager operational issues, safety breaches and safeguarding concerns.
- 2.6 Volunteers will participate actively in training, professional supervision, and continuous professional development.
- 2.7 Volunteers will work to help develop a thriving community of practitioners, working with colleagues to share best practice. Volunteers will attend practitioner meetings as frequently as possible.
- 2.8 Volunteers will maintain records as required and make them available on request.
- 2.9 Volunteers will receive training in safe working practice and will be expected to adhere to health and safety policies.
- 2.10 Volunteers will complete regular outcome monitoring tools with clients.
- 2.11 Volunteers will familiarise themselves with the desired outcomes of the project and the objective of the project. This will give volunteers a feel for the nature and scope of the project.

