

# **CORONERS' COURTS SUPPORT SERVICE**

## **What the CCSS Looks for in a Volunteer**

The following skills and qualities are desirable in a volunteer for the CCSS:

- a) The ability to work alone, but as part of a managed team;
- b) The ability to work reliably within a rota system;
- c) Commitment to undertake initial and ongoing training;
- d) Willingness to work within the framework of the CCSS;
- e) Adherence to the policy of confidentiality;
- f) Ability to listen and communicate with a wide range of people;
- g) A caring, mature and supportive attitude;
- h) Ability to communicate in English, both orally and in writing;
- i) Willingness to work with and in conjunction with the Coroner and the Coroner's Officers.

## **Volunteer Role Description**

**Title:** Coroners' Courts Support Service Volunteer

**Reports to:** The Coordinator

**Purpose:** To enable families, witnesses and their associates to cope with the experience of attending Court and giving evidence by providing confidential support, advice and information in accordance with the CCSS policy and guidelines and the principals of Equal Opportunities.

### **Main Tasks:**

1. To help the Coroner's Officers in any way appropriate in order to support family members and witnesses.
2. To undertake pre-Inquest familiarisation of the Court and explain the procedure.
3. Refer to the Coroner's Officer any questions regarding possible outcomes.

4. Listen to and empathise with concerns and anxieties of the families and witnesses.
5. Do not undertake counselling.
6. Accompany the families and witnesses into Court if they so wish.
7. After the Inquest, allow them time for recovery in a quiet place, if available, and ensure they have received all necessary information from the Coroner's Officer.
8. Refer on family members and witnesses to other appropriate agencies only if they so wish.
9. If the Inquest is not concluded that day, pass on all information to the volunteer taking over the case via telephone only.
10. Complete the CCSS Report Form and the statistics sheet. These to be held in the CCSS file at the Coroner's Court.
11. To be available a minimum of one day a fortnight if required. To attend the Court from 45 minutes before the Court sits to the end of the day's session.
12. Never discuss evidence, give an opinion on the possible verdict or comment on the effect of this.
13. Attend supervision and training sessions every two/three months and an annual appraisal with the Manager.
14. Submit claims for travelling and other expenses in accordance with the Coroners' Courts Support Service policy.

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