

Witness Service Outreach Volunteer Role Description

Section 1 - Details

Role title	Witness Service Outreach Volunteer
Business/Operational Group	Witness Service
Department/Team (if applicable)	Witness Service
Person responsible for managing and supporting the volunteer	Outreach Team Leader
Role location	To be agreed
Likely number of hours per week/month	One day per week

Although you are under no obligation to do so, ideally you would volunteer within this role for a period of at least 12 months. This will help you get the most out of the experience and provide some consistency for the victims and witnesses that we support.

Section 2 - Role Purpose

To provide support to vulnerable and intimidated witnesses when they are attending court as well as pre-trial, post-trial, and outreach support.

Section 3 - Main Activities

	Activity
1	Contact witnesses in line with the relevant referral information.
2	Maintain contact with witnesses before the trial including completing the Pre-Trial Visits (PTV's).
3	Signpost witnesses to additional support if required.

Section 3A - Specific Role activities

	Activity
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1	Contact witnesses in line with the relevant referral information.
2	Maintain contact with witnesses before the trial including completing the Pre-Trial Visits (PTV's).
3	Assess and support witnesses needs pre-trial, during PTVs, during trial and post-trial.
4	Accompany witnesses in the courtroom on trial day if permitted.
5	Ensure safeguarding concerns are appropriately escalated.
6	Signpost to services if additional support is required.
7	Work collaboratively with Team Leaders, volunteers and the wider Court team to maintain quality support for witnesses.
8	Escalate issues to line managers which may affect the witness attending court or the administration of justice.
9	Provide witnesses with information about their rights and entitlements as per the Witness Charter.

Section 4 - Role Objectives

	Measures of success
1	Information is provided in line with the Witness Charter to enable victims and witnesses to move beyond the effects of crime.
2	Pre-Trial and post-trial visits are completed and outreach support provided.
3	Signpost to additional services and ensure safeguarding concerns are appropriately escalated.

Section 5 - Competencies

Competency	Level required (see below)
Builds customer value	1
Drives performance	1
Communicates effectively	2
Embraces and drives change	1
Grows diverse, high performing teams	1
Knows & grows the business	1

These are adapted from the Victim Support Behavioural Competency Framework:
 Level 1: Roles which make an individual contribution to the business
 Level 2: Roles which are responsible for a process and or people
 Level 4: Roles which lead people and / or own a process directly & influence senior leaders

Please note that competency levels 3 & 5 do not apply to volunteer roles.

Section 6 - Learning & Development

Foundation Learning	Required to complete all mandatory foundation learning as per organisational policy
Core Learning	Required to complete Witness Service Core Learning, including e-learning modules and three days of facilitator-led training.

All learning should take approximately 12 weeks to complete

Section 7 - Person specification (qualifications, knowledge, experience, skills and attributes needed for the role)

Requirement	Essential	Desirable	Tested*
Excellent communication skills	X		
Ability to communicate via telephone, face to face, video calls	X		
Knowledge of the Criminal Justice System		X	

*Tested - A (application), I (interview), T (test or Assessment)

8. Key Contacts/Relationships

- Police- Witness Care Units
- HMCTS
- Team Leader/Deputy Team Leader/Outreach Manager
- Staff & volunteers
- Service Users
- Other external organisations

9. Any other relevant information

- Confidentiality



Witness Service.

Ensure that essential information of a sensitive and/or personal nature is not disclosed to, or discussed with, inappropriate persons and that all information is maintained in accordance with the GDPR and other related legislation/requirements.

- **Equality, diversity and inclusion**

Ensure all duties are carried out in a manner which promotes Victim Support's equality, diversity and inclusion policies.

- **Health & safety**

Promote a health and safety culture, observe all health and safety rules and procedures and complete training courses, as required.

- **Safeguarding**

VS are committed to recruiting with care and to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Background checks and Disclosed Barring Service checks may/will be (delete depending on the role required'

- **DBS**

Background checks and Disclosed Barring Service checks will be required for this role.

- **Digital**

Competently utilise technology to perform the role including internet-based voice and video calls, Microsoft Office applications, the Victim Support intranet, human resource and finance systems, case management system software and other bespoke VS software and applications.

This document is not intended to be legally binding and there is no intention to create any employment relationship, either now or at any time in the future.

Last updated 02/03/2026