

## Witness Service Court-based Volunteer Role Description

### Section 1 - Details

<b>Role title</b>	Witness Service Court-based Volunteer
<b>Business/Operational Group</b>	Witness Service
<b>Department/Team (if applicable)</b>	Witness Service
<b>Person responsible for managing and supporting the volunteer</b>	Team Leader/Deputy Team Leader
<b>Role location</b>	Court location to be agreed
<b>Number of hours per week/month</b>	1 day per week (9am - 5pm)

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 victims and witnesses of crime prior to and during the court process helping them to feel safe and informed.

### Section 3 - Main Activities

	<b>Activity</b>
1	To provide support to witnesses who are attending court to give evidence.
2	Provide practical information about court procedures.
3	Signpost witnesses to additional support if required.

### Section 3A - Specific Role activities

	<b>Activities specific to this role include:</b>
1	Support victims and witnesses by providing emotional reassurance.
2	Provide practical information about court procedures.
3	Show witnesses around the courtroom before a trial (outside London) to help them feel more informed.
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	Complete necessary paperwork to record and evaluate the service.
8	Work collaboratively with Team Leaders, volunteers and the wider Court team to maintain quality support for witnesses.
9	Travel to different locations within your area if required.

## Section 4 - Role Objectives

	Measures of success
1	Information is provided in line with the Witness Charter to enable victims and witnesses to moved beyond the effects of crime.
2	Provide high quality support to enable victims and witnesses to feel informed and supported.
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	1
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 e-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

Volunteer Manager/ Team Leader  
HMCTS  
Staff & volunteers  
Service Users  
Other external organisations

## 9. Any other relevant information

- **Confidentiality**  
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.
- **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