

## Appropriate Adult Service Volunteer Role Description

### What is the Appropriate Adult Service?

Police custody processing can be distressing, especially for a person who is vulnerable. If a person is deemed vulnerable\*, the police will request an independent third party attend to support their welfare.

Our Appropriate Adult volunteers safeguard the interests, rights, entitlements and welfare of vulnerable adults (18 years and above) who are suspected of a criminal offence, by ensuring that they are treated in a fair and just manner and are able to participate effectively in the custody process.

We provide Appropriate Adult Volunteers to Cleveland Police on a 24/7 basis.

### What will I be doing?

- Support, advise and assist the service user when they are given or asked to provide information or participate in any procedure
- Observe whether the police are acting properly and fairly to respect the service user's rights and entitlements
- Assist the service user to communicate with the police whilst respecting their right to say nothing unless they want to, as set out in the terms of the Police caution
- Help the service user to understand their rights and ensure that those rights are protected and respected
- Signpost to relevant agencies if further support is deemed necessary.

\***mental health including neurodiversity, learning difficulties, substance misuse.**

### How much time do I need to commit?

- Shift patterns are 07:00-12:00, 12:00-18:00, 18:00-00:00, 00:00 – 06:00 (can be flexible to suit volunteers)
- You will be expected to cover at least one shift every 2 weeks as a minimum.
- Your commitment each week may be different depending on your availability.

### What will I get in return?

In return for your time, Teesside Mind will provide full volunteer training and regular review sessions with staff and other volunteers to help you get the most out of your volunteering experience. Volunteers will be reimbursed for out-of-pocket expenses (e.g. travel).

### Opportunities to develop new skills.

There will be opportunities to develop your skills and confidence in supporting vulnerable adults, providing emotional support, understanding professional boundaries, following safeguarding procedures and making effective use of reflection and supervision.

As an Appropriate Adult, you will also be asked to:

- Be 18+ and reside in the Cleveland Police geographical area.
- Complete our induction, mandatory e-learning and attend any other training necessary for the role
- Attend a custody tour and shadowing of current volunteer(s).
- Attend regular supervision sessions, provide feedback.
- Record accurate service monitoring information in a timely manner.
- Behave in a professional, confidential and non-discriminatory manner always and promote equal opportunities for all
- Conduct yourself in accordance with Teesside Mind's policies and procedures and uphold the organization's values.

I have a question about accessibility.

We encourage anyone interested in this role to get in touch if you have any questions about accessibility.

What have existing volunteers said about volunteering with Teesside Mind?

"I was waiting for a volunteer opening that fitted my lifestyle as a single parent and was the right opportunity for me. The patience paid off as I have found the perfect role at Mind."

"My co-ordinator is always messaging to see if I'm alright. I feel the support is good and I know if I've had a bad shift, I can text the co-ordinator and they will get back to me as soon as they can."

"Volunteering is my way of giving back to the service from all the times they've helped me through talking therapies and courses and supporting other people who are in my shoes."

"I have volunteered with another organisation previously and even though I enjoyed the role I never got the satisfaction or sense of belonging that I have volunteering at Mind."

"I don't work because my disabilities make it difficult to hold down a job and I just want a sense of purpose. If I wasn't a volunteer and doing these things I'd probably feel a lot more depressed and like I had no direction in life."

"Volunteering has given me vital experience to aid me in my career path."

Disclosure

This role is subject to satisfactory references, Mind's policies on the Protection of Children and Young People and Vulnerable Adults and an Enhanced Disclosure and Barring Service (DBS) check and subsequent re-checks. (Please speak to use about any questions e.g., help identifying suitable references)

## What experience, knowledge, skills, and attitudes will I need?

To help you make your decision about whether to apply for this role we have listed below the experience, knowledge, skills, and attitudes that will help you to make the most of the role. Don't worry if you don't already possess everything on the list: some will be included in the volunteer training, and you will develop others as you gain experience in the role.

### Experience, knowledge, and skills

- Experience of working with or supporting people who have: mental health needs, learning disabilities, offending behaviour or other vulnerabilities.
- Knowledge or personal experience
- Excellent listening skills
- Ability to communicate with people of different gender identities, ages and backgrounds
- Good time management skills and reliability
- Be self-aware and willing to seek support
- Ability to maintain professional boundaries and confidentiality

### Attitudes

- Open and non-judgmental attitude
- Positive, patient and tolerant approach towards supporting vulnerable people
- Positive approach to supporting others
- Confident and assertive
- Commitment to Teesside Mind's values (Caring, Professional, Trustworthy, Determined and Welcoming).

### Who do I need to contact if I have any questions?

If you have any questions or would like further information, then please contact

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