

Trainee Intermediary Job Description

Job Title: Trainee Intermediary
Responsible to: Team Leader/Senior Leadership team
Hours: Full time (average 40hrs/week) worked flexibly 6am to 10pm to suit the needs of the service. This will vary based on work assigned to the intermediary and will be an average of 40 hours per week (including travel time).
 Intermediaries need to live within easy reach to a major railway station and be able to access this station via public transport.

Starting Salary £19,000 – 21,703 p.a. based on skills and experience.

As a trainee, you will work through the Communicourt Competency Framework, and on completion of this, as a qualified intermediary, the salary rises to £23,700 with opportunities for further progression within the role.

Job Purpose:

- To facilitate communication between a vulnerable person and the justice system to ensure that communication is as complete, coherent and accurate as possible.

Main Duties:

- Promptly and effectively establish rapport with a vulnerable person
- Carry out an accurate and individualised assessment of the vulnerable persons receptive and expressive communication abilities and difficulties
- Describe those communication skills to lawyers and work with them to enable the vulnerable person to participate effectively in the trial process. This could include advice on the structure of questions and also any concepts that the person has difficulty understanding
- Actively facilitate communication between the vulnerable person and other parties to prevent or overcome a communication breakdown
- Prepare a written report on the vulnerable person's communication needs, including strategies which will assist at court
- Work effectively with colleagues and external practitioners within the framework of Communicourt's policies and Procedures and using clear communication at all times
- Develop personal skills and the skills of others through individual supervision and effective team work
- Undertake other duties as may reasonably be requested

Who are we looking for?

Applicants should have:

Relevant Qualifications	A relevant degree e.g. Speech and Language Therapy, Psychology, Psychiatric or Learning Disability Nursing or Social Work.
Excellent professional skills	Work effectively with other professionals and vulnerable people demonstrating excellent professional skills and contributing to the development of the company brand and reputation in the courts.
Excellent organisation skills	Intermediaries work independently and on their own initiative to effectively carry out professional and administration tasks. Intermediaries arrange their own travel arrangements using a variety of forms of public transport.
Excellent IT Skills	Intermediaries are mobile workers and need to be able to complete IT tasks autonomously using well known and bespoke IT packages.

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Excellent writing skills	Intermediaries write professional communication reports for a range of professional audiences. Intermediaries need to be able to write clearly, coherently and accurately to ensure effective delivery of assessment findings to the courts. This may be within very limited timeframes.
Confidence when speaking to a professional audience	Intermediaries need to speak openly to a court room, discussing recommendations and be confident in their delivery in a formal environment.

Applicants should be:

Focussed	Able to concentrate and use a laptop in distracting environments such as cafés, busy court environments and when travelling on trains.
Creative	Be creative thinkers who can devise effective ways and strategies to facilitate communication, sometimes quickly or on the spot.
Flexible	Work can be unpredictable. Intermediaries need to be willing and able to stay away from home, sometimes at short notice.
Strong	The content of the cases can be upsetting and emotionally demanding. Intermediaries need a high level of emotional resilience which is then supported through regular supervision.
Resilient	The role can be demanding and require you to work longer hours or weeks. Although these hours are taken back at a later date, there may be several weeks in a row of working more than 40 hours. Applicants need a high level of stamina including early mornings and late finishes to cover the demands of the service.
Supportive	We have developed excellent links and support networks within and outside of Communicourt. We expect all team members to be supportive of colleagues and have a 'can-do' attitude to their work.

What we offer in return...

- Excellent opportunities for career progression within an expanding company
- Opportunities for training and career development outlined in a professional pathway with defined milestones supported by well-structured professional supervision.
- Regular CPD days with all time and expenses reimbursed
- Additional external training opportunities e.g. Leadership Skills Development
- Skilled managers to help you to progress your career
- Excellent support from a dedicated administration team
- Comprehensive IT package including laptop and work phone
- Paycare membership
- Generous disturbance allowance to compensate for nights spent away from home
- You will have no commuting costs, commuting time or parking fees
- Payment for out of hours work/preparation including travel time
- Flexibility – if you move home, you can continue to work for Communicourt so long as you remain near a major railway station
- Occasional days working from home

For an informal chat with a member of the leadership team, please feel free to contact us on 0121 663 0931 or email admin@communicourt.co.uk