



## Intermediary Development Programme

Graduate Career Pack



# Welcome

Imagine you are accused of something. You are presented with facts, figures and photos that confuse you. You are being asked questions that you don't understand, and people are using words you don't know.

Now imagine all of those things, in a court room of people where you are the defendant in a criminal trial or a parent in family care proceedings. That's the reality for many adults and children with communication difficulties who access our services.

Our intermediaries provide support to people with communication difficulties who are facing legal proceedings. We believe everyone should have fair access to justice and we want to reach as many people as we can.

**"We can offer a meaningful career focused on values and continuous learning"**

Thank you for applying to join our Intermediary Development Programme. We offer a meaningful career, focused on values and continuous learning. Our programme sets you on a career path that is fulfilling for you, and has a huge positive impact on the lives of the people we support.

We are an expanding company with fantastic opportunities for progression.

Come and join us!

**William Scrimshire**  
Managing Director





## What we do

We are appointed by criminal and family courts to assist defendants and respondents with communication difficulties, both before and during their proceedings.

We carry out detailed assessments to understand any provisions or adaptations that can be made to help someone participate in their proceedings.

We help them to understand the case against them, what their options might be, and how to give their evidence.

The people we support may have any kind of developmental or acquired communication difficulty, including learning disability, mental health conditions, Autism, ADHD, brain injury or the effects of a stroke. They can be any age from 10 years upwards. The majority of our service users are aged 18-30 years old.

Our role is impartial and our duty is to the court. We are a Managed and Approved Provider for the HMCTS Appointed Intermediary Service.

## Our values

We have strong values that guide our work and our colleagues.

### **Respect – ‘be kind’**

We behave with kindness, and respect people’s feelings, wishes or rights.

### **Courage – ‘go boldly’**

We speak out for others, and help marginalised people to find their voice.

### **Innovation – ‘break barriers’**

We do things differently and trust our skills, knowledge and experience.

### **Collaboration – ‘stronger together’**

We work as one team to make a difference in people’s lives

### **Diversity – ‘everyone equal’**

We understand the value of recognising what makes us all different, and foster a culture of equity and mutual respect.





# The role

**Location:** Anywhere in England, but with easy access to a major railway station

**Responsible to:** Team Leader/Senior Leadership Team

**Hours:** Full time (average 40 hours per week including travel), worked flexibly from 6am until 10pm according to the needs of the service. This will vary based on work assigned.

**Salary:** From £25,329- £29,179 per annum

You will work through our Intermediary Training Programme, which is accredited by NCFE. Completion of this programme takes 6 to 9 months, and once qualified your salary increases to £29,179.

**Job purpose:** To facilitate communication between a service user and the justice system to ensure it is as complete, coherent and accurate as possible.

## Main Duties:

- Promptly and effectively establish rapport with a service user
- Carry out an assessment of the service user's communication abilities
- Describe those communication skills to lawyers and work with them to enable the service user 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
- Facilitate communication between the service user and other parties
- Prepare a written report on the service user'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
- Develop personal skills and the skills of others through individual supervision and effective teamwork
- Undertake other duties as may reasonably be requested



# Who are we looking for?

**Applicants should have:**

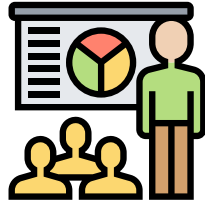
Relevant qualifications	A degree or higher in a relevant area, e.g. psychology, nursing, social work, law, or criminology.
Excellent professional skills	Work effectively with professionals and service users. Demonstrate excellent professional skills and contribute to the development of the company reputation in the courts.
Excellent organisation skills	Ability to work independently and on your own initiative to carry out professional and admin tasks. Intermediaries make their own travel arrangements using 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.
Excellent writing skills	Write communication reports for a range of professional audiences. Must be able to write clearly, coherently and accurately to ensure effective delivery of assessment findings to the courts. This may be within limited timeframes.
Confidence speaking to different audiences	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, with a high level of confidentiality	Able to concentrate and use a laptop in distracting environments such as cafés, busy court environments and when travelling on trains. Have a confidential space available at home in order to undertake assessments, hearings or trials remotely.
Creative	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.
Supportive	We have developed excellent links and support networks within and outside of Communicourt. We expect all team members to live our values and be supportive of colleagues.
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.

# Timeline for the Programme

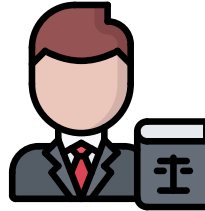


## Initial training

Our programme begins with 8 days at our Birmingham Training Centre

## Month 1

Initial training competencies covering knowledge of trial process, company policies, and courts and the law



## Month 2

Start reflections for court competencies

## Communication training

This is a 5 day course which takes place at our Birmingham Training Centre



## Month 3

Focus on completing court competencies and assessment training

## Month 4

Work with mentors and buddies to prepare for evaluations



## Month 5

Competencies 1 and 2 signed off and assessment competencies started

## Month 6-9

Completion of assessment competencies and target setting meeting



**All competencies completed, you will now work with your team leader to further develop your skills and work your way up our pay scale. Soon you will also be eligible to apply for some of our senior roles too!**



# What do our staff say?

**In our 2021 Staff Survey, we asked colleagues what motivates them at work:**

"Having a purpose, a need to help people"

"Making the court process more accessible for the people we work with"

"Knowing I am making a difference"

"Helping others and delivering a high quality service"

"Constant development"

"To make a positive impact on a person's life"

"Team Days"

"Personal flexibility and independence"

"To work as part of a team"

"Utilising my degree"

"Making a difference, feeling values, and being listened to"

"Opportunities to progress to roles with more responsibility"

"Helping the service user to participate effectively"

"Working with friendly barristers and solicitors that appreciate the job you are doing"

"Training and development"

"Being part of a successful business"

"I know that what I do in court could really positively impact their experience"



# What we offer:

- Competitive salary
- Excellent opportunities for career progression, lots of our intermediaries go on to one of our leadership roles
- Regular Continuous Professional Development days with all time and expenses reimbursed
- Regular clinical supervision
- Additional external training opportunities e.g. Leadership
- Skills Development
- Occasional days working from home
- Comprehensive IT package including laptop and work phone
- Staff benefits package including retail discounts and healthcare services
- 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

To apply for a place on the Intermediary Development Programme or book a time to have an informal chat with our Talent Acquisition Manager Sheila Spence, visit [bit.ly/CommunicourtCareers](https://bit.ly/CommunicourtCareers).

**We are committed to promoting a diverse and inclusive community. We welcome and encourage applications from people of all backgrounds.**

**We have made a positive commitment to employing disabled people and guarantee to interview all disabled candidates who meet the minimum essential criteria for the role.**

