Remedi Job Description – RESTORATIVE PRACTITIONER

(FAMILY MEDIATION)

Location: Barnsley

Hours: 35 per week – Flexible working Including Evening and Weekends

Salary: £20,280 per annum plus 6% Employer Pension Contribution

Funding for this post is secured until 31 March 2020.

# Profile

To work collaboratively with the Barnsley Youth Offending Team to provide parenting support in the form of mediation for cases referred and also to provide sign posting and referral on to a range of other services to support parents.

The practitioner will undertake assessment of each case referred, will provide mediation where appropriate and will facilitate referral on to other agencies in order to support parents and young people.

Contact will be at a minimum level of once or twice a fortnight depending on the level of need. Early on contact levels will be higher, reducing as the family require less support. Contact will be in the family home or other suitable venue and will take place at a time appropriate to the family.

As an impartial mediator, you will assist those in conflict to communicate better with one another to help them reach their own agreed and informed decisions and enable voluntary behaviour change.

To do this you will need to have certain skills and qualities:

**Communication –** listening and responding to what is being said so that people feel supported, valued and prepared to engage in a mediation process is an essential part of this role. There will also be an expectation that your first contact with people will be via a telephone call, so being able to engage with people over the phone is vital. The role requires a lot of daily partnership working with face to face and over the phone. Developing and maintaining professional and positive relationships with service users and the partner agencies we work with is essential and you must be confident and motivated to strive for this in your role.

Flexibility – Working with people requires a flexible approach to ensure they are seen at times convenient to them. This can involve working on evenings and weekends. In return, we don’t expect you to work a rigid 9-5 Monday to Friday working week. You will be expected to manage your diary effectively and be prepared to travel around Barnsley.

Motivation – Well facilitated mediations change lives for the better. We want you to do that. You will need to work from your own initiative and make judgements that take into account the needs of the people you are working with, your own workload and the specific contract requirements.

IT Capable – There is a responsibility to record information accurately and promptly. As a result it is essential that you are proficient in using:

* Email
* Electronic calendar
* Word
* Excel

Safe - We want you to work safely in all aspects of your role. This will mean you need to follow our own internal policies and procedures and will require you to consider safety in relation to the following aspects:

* Safeguarding. We have a responsibility to address safeguarding issues .
* Lone Working. We want you to be and feel safe. There’s always someone that you can contact. We want you to follow our Lone Working policy.
* General Data Protection Regulations. We have to be careful how we record/store and share information. Over time we have become experts at this and will train you as an expert as well.
* Confidentiality. It is extremely important that the people you are going to be working with trust you. Confidentiality is really important to them and us. But when something is disclosed that puts them or other people at risk, we have to tell someone. It’s not always easy to have that discussion but we expect our practitioners to have them. Confidentiality is discussed in the initial meetings with young people and families, so they know what they can expect from us and what we expect of them.

What to expect

* The role is based across Barnsley, so expect to travel for which expenses are paid, but you will need access to your own vehicle.
* Internal and external training will be delivered. The expectation is that you engage in this training and implement it within your working life.
* DBS check. We will undertake a DBS check for the successful candidate.
* The post will be line managed by the Early Intervention and Prevention Manager for Barnsley Targeted Youth Support as the post is seconded from Remedi to that team. Managerial responsibility however regarding the overall provision of the service for the YOT lies with the local Remedi Manager.