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**REMEDI JOB PROFILE: *Restorative Practitioner –***

***West Midlands***

**PROFILE**

The role of a restorative practitioner involves a significant amount of contact with people affected by and involved in crime. This contact is usually initiated over the phone and includes individuals who may be the victim or perpetrator of all crime types from Theft to Murder. Your role will involve supporting individuals in the community and in prisons, through the Restorative Justice process. You will work victims and offenders to enable them to communicate effectively with each other in a final face to face meeting, ensuring risk assessing takes place throughout the whole process and final meeting. This process helps reduce reoffending and enables individuals to move forward from what has happened. It can be facilitated through a face to face meeting, verbally or in the form of a letter or through video calls.

The skills and qualities you will need to do the job well are:

**COMMUNICATION**- Listening and responding to what is being said so that people feel supported, valued and prepared to engage in a restorative intervention 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 police, probation officers, prison staff, victim services both 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-Friday working week. You will be expected to manage your diary effectively and be prepared to travel across the county daily to various probation offices, police stations and prisons (and occasionally other parts of the country). You will therefore be required to extremely organized and excellent time management is essential.

**MOTIVATION-** Well facilitated restorative interventions change lives for the better. We want you to do that. The nature of the role means generating work through phone calls, visiting victims at their home, seeing offenders in the community or prison and working in close partnership with other agencies. You are going to be out and about a lot. It is not the type of job where you are going to be sat at a desk all day with your manager down the hall. You will have to work on your own initiative and make judgements that consider the needs of the people you are working with, your own workload and the specific contract requirements.

There will be expectations on the amount of restorative work we want you to do. We want you to be the type of person that will see this as a challenge you want to meet because when it is achieved, lives are changed.

**IT CAPABLE-** Basic IT skills are required with the ability to use email, word, excel and electronic calendars. You will be required to produce accurate and professional written reports and update all of the work done on a case management system. We will encourage and expect you to maximize the use of remote methods of working with people. It is essential therefore that you are comfortable with using platforms such as TEAMS and ZOOM.

**SAFETY-** We want you to work safely in all aspects of the role- health and safety, safeguarding for all concerned, data protection, risk assessment etc. Full training will be provided in all of these aspects and we will be looking for someone committed to achieving high standards in regard to all of these issues.

**WHAT TO EXPECT**

The role is to cover Birmingham and the West Midlands. Expenses are covered but **you will need have a full UK driving licence and have access to your own vehicle.**

We will provide:

* Full training
* A laptop and mobile phone
* Line management support and guidance
* The role requires an enhanced DBS check
* Starting salary £21,091 rising to £23,337 at the end of Year 2 in role
* 6% employer pension contribution
* 25 days leave per annum plus bank holidays