

Wyre Forest & South Worcestershire Job Specification

Role Title: Mediator

Salary: £28,000 – 31,000

Hours: 35 per week, Monday - Friday.

Location: Kidderminster Head Office, plus Schools across Worcestershire. A full driving license and access to a car (as travel is required across multiple schools).

Contract Type: Permanent

Purpose of the Role

To work directly with young people and their families, in schools and the community, to help them manage and resolve conflict. You'll equip people with the tools, skills and confidence to have better conversations and rebuild trust in their relationships.

Who You Are

- Friendly, inclusive, and emotionally intelligent - you get people and people get you.
- You know how to really listen - without judgment or ego.
- You're tenacious and tactful - especially with school staff and busy professionals.
- You bring people with you. This role isn't about solo wins; it's about connected success.
- You know when to use humour to break tension and when to sit in the tough stuff.
- You're driven to make a difference and not afraid of the messy bits that come with it.
- You don't say "that's not my job". You pitch in where it matters.

What You've Done (or Something Like It)

- Worked with or alongside young people in schools, youth services, mental health, counselling, therapy, or other support settings.
- Built relationships with people from all walks of life including those going through difficult times.
- (Ideally) supported people to navigate conflict, reach common ground, or improve communication.
- Worked in or alongside charities, understanding the balance of impact and accountability.
- Handled sensitive data, reported outcomes and used systems/databases confidently.

What You Know (or Are Keen to Learn)

- Mediation theory and practice. If you're qualified, brilliant. If not, we'll train you.
- Youth conflict and the factors that contribute to family breakdown or homelessness.
- The challenges young people face including mental health, education, and identity.
- Safeguarding principles and how to act on concerns.
- The importance of relationship-based, trauma-informed approaches.

What You're Capable Of

- Mediating or facilitating tricky conversations, staying calm, neutral, and fair.
- Listening deeply and holding space for people who are upset, angry or vulnerable.
- Communicating clearly with different people - young people, parents, school staff, and your team.
- Using empathy and reasoning to help people move forward, even when it's hard.
- Writing thoughtful, accurate case notes and reports and recording this on our database.
- Reflecting on your work, your impact and your learning and sharing that with the team.
- Juggling different priorities and adapting when things don't go to plan.

Extras We Value

- Mediation training or qualifications.
- Understanding of youth homelessness and its causes.
- Experience in a school-based role or multi-agency working.

About Our Team

We're a small team who care deeply about what we do. We work hard, support each other, and pitch in wherever we're needed. Relationships come first with the young people we support, the schools we work in, and each other. There's no room for egos or drama here: Just kind, committed people doing their best to make a difference.

How to Apply

Please submit a covering letter outlining your suitability for the role and a CV.

Application deadline is Friday July 25th 2025.

Interviews to take place on Tuesday 12th August 2025.