

Full-time Mediator Role Description

V4 November 2023

Job Title: Full-time Mediator
Accountable to: Mediation Lead / CEO

Purpose: Delivery of effective mediation sessions to young people aged 11+ and their families

Main Responsibilities

To promote and deliver mediation sessions

To publicise the service through talks and publicity

To accurately maintain and log all intervention data as part of funding partner requirements

To collate evaluations for use in funding reports and grant bids

Mediation Casework

Managing a caseload of mediation cases, planning and undertaking one to one and joint mediation sessions with young people and their parent/carer

Working in secondary schools supporting our planned mediation drop-in sessions for young people aged 11-18 years

Supporting students with a wide range of issues, using a resource toolkit to foster more effective communication (one to one, pair or group work)

To undertake case monitoring processes

To maintain administration including filing, shredding, scanning, photocopying, collation and archiving paper documents

Working in partnership with voluntary and statutory services to promote the mediation service across North and South Worcestershire, including schools and colleges

Attending regional mediation network meetings 3 times a year as well as regional, national panels, meetings, events and conferences as required

Participating in regular clinical supervision

Other Responsibilities

Attend and contribute to team meetings where required

Follow Wyre Forest & South Worcestershire Nightstop & Mediation policies and procedures to ensure consistency in delivery



Wyre Forest & South Worcestershire Nightstop & Mediation Service, 35 Worcester St,
Kidderminster, Worcs. DY10 1EW

Full-time Mediator Role Description

V4 November 2023

Maintain the highest professional standards as a Wyre Forest & South Worcestershire Nightstop & Mediation representative when acting on our behalf; to ensure all stakeholders and beneficiaries are treated with dignity and respect

Undertake training as required and as relevant to the role

Adhere to and uphold our mission, vision, social purpose, strategic aims and policies

Adhere to and uphold our values: Safe Pair of Hands, Never Give Up, Agility, We are One and Human

Any other duties as requested by the Mediation Lead and CEO

A flexible approach is required for the role, as additional duties commensurate with the role may occur from time to time.

Terms and Conditions

Hours: 35 per week (would consider flex working/job share)

Salary: £26,000 to £28,000 per annum dependent upon experience

Location: Kidderminster – office based in a shared working environment but with a commitment to work in and travel across Worcestershire.

Holidays: 25 days (pro rata) with an increment of 1 day for each complete year of service up to a maximum of 5 years. Bank and public holidays are in addition to this.

Contract: 12 months with a view to renewing subject to funding.

Pension: Auto-enrolment into our Pension Scheme.

DBS: An enhanced DBS with barred lists check will be required.

Probation: The post will be subject to an initial 6-month probationary review.



Full-time Mediator Role Description

V4 November 2023

PERSON SPECIFICATION

	Essential	Desirable
Qualifications	5 GCSE (or equivalent) passes at grade 4 / grade C or higher, including English Language	Level 4 qualification in mediation or committed to achieving within first 3 months
Experience	Experience of working with young people	Relevant mediation experience with a proven track record Experience of working in the housing/homelessness sector Experience of publicising and presenting services to external partners and stakeholders
Skills	Good interpersonal skills Good verbal and written communication skills with strong attention to detail for high levels of accuracy Good organisational and administration skills Computer literacy, including skills in using the Microsoft Office Outlook, Word and Excel Able to prioritise and manage own time and workload	Mediation skills Ability to recognise ways to change or improve mediation service Successful relationship building Able to deliver effective mediation sessions
Knowledge	Knowledge and understanding of the issues and challenges homeless young people face Understanding of confidentiality and dealing with sensitive information appropriately	Knowledge and understanding of the key principles of mediation and how this relates to issues of conflict within families. Knowledge of ACEs and impact of trauma on young people.



Full-time Mediator Role Description

V4 November 2023

	An understanding of safeguarding and working with vulnerable young people and their families	
Personal attributes	<p>Commitment to the vision, mission, aims and values of Wyre Forest & South Worcestershire Nightstop & Mediation service</p> <p>Empathy, compassion and understanding of issues faced by young people</p> <p>Self-motivated, pro-active, practical and solutions-focused, with a 'can do' attitude</p> <p>A good team player who can anticipate where support is required and accommodate the needs of others</p> <p>Flexible, adaptable and resilient</p> <p>Commitment to and promotion of equality, diversity and anti-discriminatory practice</p> <p>Commitment to and evidence of continued personal and professional development</p>	
Other	<p>A fully enhanced DBS certificate with barred lists check will be required for the successful post holder</p> <p>Full UK driving licence and access to a car</p> <p>Prepared to work flexibly, including additional hours, in response to the needs of the organisation</p> <p>The post holder will be required to attend evening meetings as and when required</p>	

