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| Mediation Coordinator: Camden’s Young People Mediation Service **Job Description and Personal Specification** | |
| **Role:** | Mediation Coordinator |
| **Place of work:** | Camden’s Young People Mediation & Restorative Service |
| **Hours of work:** | 37 hours a week |
| **Contract Type** | Permanent |
| **Salary/Grade** | £31,000 |
| **Reports to:** | Service Manager |
| **Level of screening:** | Enhanced DBS |
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| Who we are | |

Catch22 exists to help build a society where everyone has a good place to live, good people around them, and a fulfilling purpose. [We call these our '3Ps'.](https://www.catch-22.org.uk/about/our-vision/)

We achieve this in two ways. First we improve lives on the frontline through delivery of public services. Secondly, we use our knowledge to change 'the system', to fix the complex web that can trap and disempower those it was set up to help. With the heart of a charity and the mindset of a business, we are uniquely placed to deliver on this challenging agenda.

At Catch22 we value equality, diversity and inclusion. We are wholeheartedly committed to the principle of equality of opportunity, both as an employer and as a provider of services. Celebrating diversity and Inclusion is part of what we do every day, working to deliver our vision to build a strong society where everyone has good people around them, a purpose, and a good place to live.

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| Where you fit in |
| |  | | --- | | Catch22’s Camden’s Young People Mediation and Restorative service is embedded within Camden Council’s LAC and CIN social work team. The service provides an independent service to young people and their families within Camden to prevent young people from becoming at risk of homeless by building positive communication within the family to reduce conflict and tension. The service works closely with social workers, personal advisors and other professionals in the young person’s/family’s network. The service also works within the young people’s supported accommodation to reduce conflict through restorative work, as well as provide intensive support to young people within the supported accommodation who do not have a lead professional. | | The service is currently in a transitional period and requires development and growth working closely with commissioners and heads of social work teams. The Coordinator will manage a case load of young people and will train, manage and supervise the small team of Mediation Workers. The Coordinator will also grow and develop the service and be responsible for reporting to Camden Council and Catch22 all safeguarding issues and ensure both sets of policies and procedures are adhered to. The post holder will also be responsible for developing the monitoring and evaluation of performance and impact and provide monthly, quarterly and annual reports. | | |
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| Main Duties & Accountabilities |

* Manage a case load and provide mediation and restorative practices and techniques to young people and families
* Ensure that the service is delivered within appropriate Catch22, and Local Authority frameworks/policies and that risks are effectively managed.
* Monitor and ensure that contractual commitments are met and that service performance is maximised – acting promptly to respond to and resolve performance and compliance issues as they arise.
* Seek to ensure meaningful and active co-production with young people
* Grow and develop the service working closely with commissioners and Catch22.
* Manage, support, supervise and support a team of Mediation Workers in their work with children and young people, including the oversight of case file management procedures, professional development and performance in line with the Catch22 and Camden Council case management systems and policies and Catch22’s supervision policy.
* Manage expenditure set within the project budget (as directed by Catch22) to ensure that the service is financially efficient and h ensuring that opportunities for additional income are sought and resources are best utilised at local level.
* Ensure appropriate training and quality assurance of staff practice through Catch22’s training opportunities, via Camden Council case supervision and through accessing external specialist training opportunities specific to the Meditation Worker role.
* Maintain appropriate case management records through Catch22 and Camden Council service management information systems.
* Develop the performance and impact, evaluation and monitoring of the service
* Record agreed data and provide written reports and case studies on monthly, quarterly and annual basis, and as required by the Catch22 and the commissioners and social work team, as well as collating and interpreting information on a regular basis and provide management reports and service development.
* Ensure that protocols regarding safeguarding, confidentiality, equality of opportunity, health & safety and risk management are maintained at all times.
* Lead in the delivery of cases with more complex needs in conjunction with social care .
* Where safeguarding concerns are identified, respond appropriately by supporting the child and their family and referring the information formally to Camden Council and internally in accordance with the requirements of Catch22’s safeguarding policy and guidance.
* Keep personal development needs under review, keep informed of current issues and be alert to the Catch22 training programme and policies.
* Safeguard the Health and Safety of all persons under your control and in accordance with the guidance and provisions of Health and Safety Legislation, and Authority and Departmental Codes of Practice and Procedures.

**Other**

* Comply with all Catch22, social work and partner agencies policies and operating procedures, including those related to but not limited to safeguarding, health and safety, data protection and security.
* Be flexible in your approach and understand that work routines will be subject to change, interruptions, workload fluctuation and external and internal deadlines;
* Carry out such other relevant duties as may be required and as are commensurate with the nature and level of the post;
* Act as an ambassador for Catch22 upholding and promoting the values of both agencies
* The role will require some evening work and a degree of flexibility in working hours;
* The welfare of the children, young people and vulnerable adults who come into contact with our services either directly or indirectly is paramount and all staff have a responsibility to ensure that best practice is followed, including compliance with statutory requirements.
* Seek to improve own performance, contribution, knowledge, and skills and to participate in training and developmental activities as required.

This is not an exhaustive list of tasks. The post-holder will be asked to undertake other ad hoc tasks commensurate with the scope and purpose of this post. As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the post-holder.

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| Organisational Relationships |

* Responsible to the Catch22 Service Manager.
* Children’s services will provide Day to Day support and case supervision
* Maintain and further develop strategic and operational links within Camden Council.
* Responsible for overseeing close working relationships with key agencies and partners in order to deliver and improve Catch22 services.
* To share best practice and learning within Catch22 and with external organisations.

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| Mediation Coordinator : Person Specification | | | |
| **COMPETENCY** | **ESSENTIAL** | **DESIRABLE** | **ASSESSMENT** |
| **QUALIFICATIONS** | * Relevant professional qualification or significant relevant experience in Mediation, Restorative Practices, Youth and Community Work. * Experience of working directly with young people and children presenting with complex needs in 121 and group work setting * Experience of delivering to mediation and restorative practices to young people * Experience of working with family members and the wider network * Experience of managing and training staff * Experience of managing casework including assessment, action planning and reviews. * Experience of working in a multi-agency team * Experience and application of Health and Safety and risk management procedures * Experience of managing complex safeguarding and oversight of safeguarding procedures including case file management, supervision and referral procedures. | * Experience of working with young people who are ‘cared for’ in foster, or supported accommodation * Experience of managing services to young people and children * Experience of working with a Local Authority | Application / Interview |
| **KNOWLEDGE & EXPERIENCE** | * Knowledge of the issues facing young people and children or are risk of being homeless and/or within the care system. * Knowledge of child protection and safeguarding procedures including the categories of abuse * Knowledge and understanding of Equality & Diversity issues | * Knowledge and understanding of the Data Protection Act 1998 * Knowledge and understanding of relevant legislation e.g. Children’s Act, Every Child Matters etc. | Application form/Interview |
| **SKILLS & ABILITIES** | * Able to communicate effectively at all levels, orally and in writing and write concise reports. * Able to engage, communication, support and work with young people, children and their parents or carers within the community * Trained in and experience in the application of mediation and restorative justice approaches. * Able to effectively case manage own case load and manage staff case loads * Able to use a variety of IT applications effectively. * Able to work on own initiative within given boundaries and to an agreed action plan * Able to organise your own work routines effectively with a minimum of supervision and support. * Able to handle sensitive and confidential issues with tact and diplomacy * Able to evaluate, monitor and present progress against targets to ensure that they are met. * Ability to promote equality, diversity and inclusivity |  | Application form/Interview |
| **OTHER** | * Ability to work flexible hours which could include evenings * Punctual and reliable to ensure professional service. * Creative and flexible and able to work well with others in a team. * Commitment to personal and professional development. * Commitment to the involvement of young people / families and carers in the development of services. |  |  |
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