

Job Description

Family Mediator

Mediation and Support projects including Keeping Families Together with Cashback for Communities

For 50 years, Cyrenians (a Scottish Charitable Incorporated Organisation (SCIO), registered charity number SC011052) has served those on the edge; working with the homeless and vulnerable to transform their lives by beginning with their story, helping them believe that they can change their lives, and walking with them as they lead their own transformation.

Our Vision is an inclusive society in which we all have the opportunities to live valued and fulfilled lives. We work to make that vision a reality by our Mission to support people excluded from family, home, work or community on their life journey.

We aim to offer consistently excellent service across all locations and in all our activities. Our way of working is built on our four core values:

Compassion: We believe that everyone should have the chance to change, no matter how long that might take.

Respect: We believe in tolerance, acceptance, valuing diversity and treating each other as equals.

Integrity: We are committed to the highest quality of work, grounded in honesty, generosity, sincerity and professionalism.

Innovation: We are willing to take risks, challenge convention and be very creative in our search for new ways of working, in particular by taking account of the environmental impact of our decisions.

1 General

Cyrenians Mediation & Support help young people and families to manage disagreements confidently and respectfully. We are a well-established mediation and support service with many years of experience and have helped thousands of families work through normal everyday disagreements.

Mediators and Family Outreach Workers provide a service to fit each family, with the aim of finding a way forward together that works for everyone. Building strong relationships makes it easier to sort out difficulties and is an important part of feeling safe and happier at home. Within this post you will work across service our new **Keeping Families Together** project.

Keeping Families Together is an exciting new project with the specific purpose of supporting young people in secure accommodation across Scotland who are at greatest risk of spiralling further into the criminal justice system. We will provide intergenerational support for whole families to build positive supportive relationships. Three years funding has been awarded by Cashback for Communities.

Building on our award-winning 'Amber' model of Mediation and Support we will support young people in secure accommodation at two points; at the point of admission, and those who are in the process of returning home.

Research shows that young people living in secure care have greater support and wellbeing needs than those of the wider 'looked after' population. The project aims to fill this gap by delivering a skilled, integrated and intergenerational service which focuses on reducing conflict and promoting positive interactions within families. This aim will be achieved through three main interventions:

- Conflict resolution workshops
- Practical Support
- Family mediation

Keeping Families Together is closely aligned with Scotland's National Performance Framework enabling people to work on their relationships, and on issues such as the impact of early trauma and adverse childhood experiences, which can all contribute to tensions in the family. Our approach directly addresses disadvantages faced by care-affected young people, builds resilience, increases self-confidence and assists positive transition into adulthood.

Keeping Families Together works towards the following aims:

- Promotion of positive family relationships
- Reduction in family conflict
- Promotion of positive communication
- Build resilience and strengthen families
- Reduced police intervention for young people

During the three years we intend to work with over 380 people including young people and their families.

The Mediator will work closely with Cyrenians' Family Outreach Worker and key partners, playing a key-role in supporting young people and their families, to reduce family conflict and improve communication. You will work mainly on the Keeping Families Together project but there may be requirement to work across other Mediation and Support projects if required.

2 Tasks and Responsibilities

Mediate between young people and their families, including young people, who are experiencing relationship breakdown:

- Along with the Family Outreach Worker, attend initial joint visits with young people and their families to inform them of what the service offers.
- Liaise with the Family Outreach Worker to ensure that young people and their families are ready to engage with mediation, are met with swiftly and that the process is transparent and impartial.
- Case management through clear and consistent communication with the Family Outreach Worker, referrers and other agencies as required.

- Hold initial, individual pre-mediation meetings with young people and their parents/carers.
- Prepare people for face-to-face meetings.
- Facilitate formal mediation meetings.
- Draw up agreement documents and distribute to parties.
- Occasional attendance at professional meetings and case conferences.
- Regular liaison with secure units and other Keeping Families Together stakeholders as required.

Reporting, Monitoring and Evaluation:

- Monitor clients, case load and outcomes in line with Keeping Families Together KPI's and service plans.
- Maintain appropriate and accurate records of clients using the organisation database.
- Regular liaison with project management
- Participate in the evaluation of the Keeping Families Together project.

Raise awareness of the Mediation and Support services, including Keeping Families Together

- Market the service across relevant agencies (statutory, voluntary and young people's)
- Use evidence gained through monitoring and evaluation to demonstrate the difference we are making
- Write reports and case studies as required by the Service Manager
- Participate and assist with a range of promotional events, learning seminars and conferences as per the requirements of the service.

Attend and participate with regular external supervision:

- Through regular and structured meetings with the project's external mediation supervisor, ensure that mediation is professional and includes reflective practice.
- Continuing professional development of mediation practice.
- Occasional joint supervisions to share experience and improve mediation practice.

Other Duties:

- To carry out all duties in accordance with Cyrenians' policies and procedures, vision and values.
- Engagement in the Charity's performance review system and planning process to continuously improve professional and personal development.
- To undertake any other duties that may reasonably be expected to fulfill the role.

3 Person Specification

Knowledge and experience

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| At least 2 years' mediation experience with relevant cases | Essential |
| At least 2 years' experience of working with families/young people | Essential |
| Good understanding of the issues affecting young people and their families | Essential |
| Understanding of family conflict and family dynamics | Essential |
| Knowledge of Scotland's criminal justice system as it pertains to young people | Essential |
| Experience of mediating in high conflict situations | Essential |
| Knowledge of young people' organisations in Scotland | Desirable |
| Experience of maintaining monitoring and evaluation systems | Desirable |

Training and Qualifications

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| Educated to degree level | Desirable |
| Mediation training by an accredited training organisation | Essential |
| Evidence of Continuing Professional Development | Essential |
| Registered with the Scottish Mediation Network, or eligible for registration | Essential |
| Clean driving licence and regular access to car | Essential |

Values and attributes

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| Conscientious and hard working | Essential |
| Committed to learning and developing new knowledge and skills | Essential |
| Positive thinker and creative problem solver | Essential |
| Able to respond quickly to emerging situations | Essential |
| Patient and respectful of all people, whatever their background or presenting behaviour | Essential |
| Interest in and commitment to vulnerable young people and their families | Essential |
| Able to cope with stress and be supportive of colleagues | Essential |
| Ability to work autonomously within Charity's systems and ethos | Essential |

4 Terms & Conditions

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| <u>Employer:</u> | Cyrenians |
| <u>Accountability:</u> | Cyrenians' Board of Trustees (via Cyrenians' Chief Executive Officer) |
| <u>Line Manager:</u> | Senior Mediator |
| <u>Liaison with:</u> | Family Outreach Worker, Keeping Families Together Manager and Keeping Families Together partners |
| <u>Workplace:</u> | Norton Park, 57 Albion Road, Edinburgh EH7 5QY |

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| <u>Working Hours:</u> | 14 hours per week |
| <u>Annual Leave</u> | 25 days plus 10 public holidays pro rata |
| <u>Salary:</u> | £26,414-£29,243 pro rata (scale points 27-30). This equates to a pro rata salary of £9,994 for a 14 hour week at SCP27. |
| <u>Pension:</u> | Auto-enrolment into Qualifying Workplace Pension Scheme (QWPS) which is a Group Stakeholder Pension Scheme – current contributions being 5% employee and 3% employer. Option of enhanced Employer contributions to the same QWPS of 6% initially, rising to 9% after 2 years and 12% after 5 years (subject to employee contributions of 6%) |
| <u>Duration:</u> | Fixed term contract from September 2020 to 31 st March 2023 |
| <u>Disclosure:</u> | PVG membership required |

5 Application Deadline and Interview Dates

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| Closing date: | 12th August 2020 |
| Interview date: | 20th August 2020 (online via Zoom) |
| Second stage: | 24th August 2020 (online via Zoom) |

Please refer to the Recruitment Information leaflet for further information on completing and submitting your application form.