



Thank you for your interest in joining Llamau.

This is an exciting opportunity to join the innovative Upstream Cymru pilot.

Upstream Cymru is an early intervention and homelessness prevention program based within secondary schools.

Upstream Cymru works alongside teaching staff to deliver a digital survey to pupils. The survey helps to identify pupils who are experiencing known risk factors that can lead to homelessness and educational disengagement. Following the survey, this role will provide early intervention and preventative support to young people and their families.

Where safe and appropriate, the Family Mediation Worker will support families to work through areas of conflict, build on their communication skills and develop improved emotional literacy, thereby increasing a family's ability to remain together and reducing the risk of future relationship breakdown, a leading cause of youth homelessness.

The service is user focused, recognising and working with a young person's emotional and wellbeing needs and vulnerabilities. Support will improve relationships at home and school, providing mediation and referral and advocacy with other support agencies

The aim of the pilot is to improve wellbeing, improve behaviour, improve school attendance and attainment and reduce any offending, substance misuse or anti-social behaviour. The overarching aim of this pilot is to make youth homelessness rare, brief and non-recurrent.

Llamau is committed to its people. Without them, we can't achieve our goals. We have some of the best colleagues you will ever work with, flexible working and the best support. We do this because we believe in people and we are relentless in our pursuit of achieving equality for people threatened with homelessness or who are homeless.

We are looking for someone who wants to be part of the solution to end homelessness for every young person by equipping them with the necessary tools to overcome adversity, harnesses their potential, and supports their goals and dreams to enjoy a brighter future.

You will work within a team of passionate staff with a wide range of experience and skills, who are committed to the wellbeing of every young person.

If you are ready for this challenge and want to make a difference, then we would like to hear from you.

Our Values

We are a values-led organisation that puts our colleagues and the people we support at the heart of the organisation. Our values mean that we can offer the highest quality support and empathy. Our values are:

We Respect

Llamau has a genuine respect for the people we support. We listen to and learn from them every day. This ensures that our relationship with every individual is meaningful and our services are effective and successful.

We Listen

All Llamau staff are in constant consultation and dialogue with the people we support, so that we can be there when we are needed. All work is undertaken with the people we support taking full account of their views and priorities.

We Encourage

Llamau encourages positive involvement and full consultation of the people we support in the services that they receive.

We Learn

Llamau is totally committed to continuous improvement. Llamau has developed a comprehensive monitoring system, which evaluates all of its services. Each service is monitored and evaluated, as is each project. Performance indicators also play a part in evaluating the projects and the organisation to ensure that we add value to our services and Best Practice guidelines are fully met.

We Don't Give up

Llamau recognises that too often the people we support are perceived as failing when services cannot be tailored to meet their needs, or when they are not ready or able to maximise the opportunities open to them as a part of the support and training services that are offered to them. For this reason, Llamau will continue to offer services to the people we support regardless of their previous actions unless these cannot be offered without prejudicing or putting other service at risk.

Job Description

Purpose of Job

Job Title: Upstream Cymru Family Mediation Worker

Responsible to: Projects Manager - Upstream Cymru

Responsible for: Supporting children, young people and their families as part of Upstream Cymru

- The purpose of the project is for the partnership to develop and deliver a truly innovative trauma and psychologically informed model of support that leads to systems change, which will make youth homelessness rare, brief and non-recurrent.
- Delivery of Family Mediation as part of Upstream Cymru will provide early intervention to support young people in schools who are identified as at risk of future homelessness due to adverse childhood experiences and vulnerabilities around emotional wellbeing and poor mental health.
- This is an opportunity to provide targeted family support to enable the young person to remain within the family home, improve future life chances and prevent future homelessness

Main Duties

- To receive, process and act on referrals for the mediation service in a timely manner. Referrals will come from the school (as part of the Upstream Cymru project).
- To build positive working relationships with pupils, their families, schools and external agencies such as Children's Services.
- To work in a psychologically and trauma informed way with all parties, showing kindness and compassion at all times.
- To work with young people and their parents/carers, providing face to face and phone support to understand the issues facing them at home and work to find solutions to enable them to remain safely within the family home.
- To offer a range of services including family mediation and advice for young people and their parent/guardian and one to one work as appropriate.
- To contact family members as appropriate and facilitate initial information sessions with them.

- Liaise with the child/young person's social worker and if school based, the identified staff member, to identify particular issues and concerns arising out of work with individual young people and pass on all relevant information to colleagues. This includes making appropriate safeguarding referrals.

Recording and Monitoring

- To maintain clear and accurate case recording systems in line with Llamau's Family Mediation procedures.
- To be responsible with the Manager and Head of Service for monitoring and evaluating all aspects of the Mediation service, within required timescales.
- To collect, collate and provide such data as is required for monitoring and evaluation purposes.
- To encourage young people to take an active part in the development of the service and the organisation.

Communication

- To work with all staff and volunteers to promote service integration.
- To attend and participate in team meetings as required by Llamau and either school or 16+ team.
- To represent Llamau and your service at external meetings.
- To provide written reports for internal and external audiences as agreed with your Line Manager.
- To develop partnerships with other agencies to develop services to support young people and families.
- Develop links with local schools, colleges and other relevant organisations to promote the work of the Family Mediation Service and develop preventative work.

Other Duties

- To provide essential cover, as required.
- To keep abreast of legislation, good practice and new developments in the field.

- Undertake Llamau's Core Competency e learning and training matrix and supervision as required by your line manager.
- Be aware of, and operate within, the policies and procedures of Llamau including to Equal Opportunities, Confidentiality and Code of Conduct.
- Be aware of and work appropriately to the policies and procedures of the host organisation i.e. Children's Services 16+ team or school.
- Undertake any other duties as reasonably required by Llamau.

Person Specification

Essential Experience

- Experience of working with vulnerable children, young people and families during a time of stress.
- Knowledge and understanding of the role mediation can have in promoting family functioning and wellbeing.
- Knowledge and understanding of relevant legislation affecting young people including the Social Services and Wellbeing (Wales) Act 2014, the Housing (Wales) Act, Children's Act 1989 and awareness of new legislation affecting this client group.

Skills

- Ability to facilitate mediation between a young person and their parents/guardian/support network.
- Ability to communicate confidently and effectively with children, young people and families and adapt style and language to suit the audience.
- Ability to work constructively as part of a team and collaboratively throughout the organisation.
- Ability to make assessments of the individual needs of young people.
- Good standard of communication skills both written and verbal.
- Computer skills, including use of MS Word and Outlook.
- Ability to monitor and record information accurately.

Personal Qualities

- To work on own initiative, as part of a team and under pressure.
- To communicate appropriately and in a non-judgemental way with young people and families who may be in crisis.
- To work with young people who are struggling to engage.
- To organise and prioritise work.
- Professional approach that includes a strong sense of professional boundaries.
- A commitment to continuing professional development and willingness to undergo training in mediation and Family Group Conferencing and any other relevant training that may be required.

Other

- Full UK driving licence, access to vehicle and Business Class Insurance.
- Understanding of and commitment to the principles of Equal Opportunities anti discriminatory practise.
- The principles of confidentiality GDPR.
- Safeguarding mechanisms i e Child Protection Vulnerable Adults MARAC, SERAF, MAPPA.
- Work within the ethos of Llamau and its policies and procedures.
- Work within Health Safety at Work regulations.

Desirable Experience

- Understanding of working with a focus on psychologically trauma informed practice.
- Experience of working within professional boundaries including young people, colleagues and external organisations.

Desirable Knowledge

- Knowledge and understanding of mediation processes and ability to promote the service.

- Understanding of the relationship between the voluntary and statutory sectors.
- Understanding of young peoples' family support networks Skills.
- Experience of using mediation with young people and families.
- Experience of using Family Group Conferencing with families.