

## Job Description

<b>Job Title:</b>	Family Mediation Worker
<b>Responsible to:</b>	Projects Manager
<b>Hours:</b>	Flexible working arrangements as required to carry out the role (weekend cover and evening Helpline on-call responsibility)

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### Main Duties:

1. To process referrals received internally and externally in line with Llamau policies and procedures.
2. To interview young people face-to-face and undertake appropriate one-to-one family work with them.
3. To offer a range of services, including one-to-one work with young people and family mediation.
4. To offer a range of services including family mediation and advice for young people and their parent/guardian
5. To contact family members as appropriate and facilitate initial information sessions with them.
6. To provide a telephone advice and support service for young people and family members.
7. To identify particular issues and concerns arising out of work with individual young people and pass on all relevant information to colleagues, Mediation Manager, Local Authority colleagues, and the He Head of Section.
8. Participate in close and regular liaison with the Local Authority's Homelessness Section and Children's Services, particularly with regard to individual young people.
9. To work closely with other Family Mediation Workers within the organisation to ensure consistency of service and provide cover as necessary.

## Recording and Monitoring

10. To maintain and improve clear and accurate recording systems.
11. To be responsible with the Manager and Head of Service for monitoring and evaluating all aspects of the Mediation service.
12. To ensure all monitoring and statistical information is input regularly on computer.
13. To encourage young people to take an active part in the development of the service and the organisation.

## Communication

14. To work with all staff and volunteers to promote service integration.
15. To attend and participate in team meetings.
16. To represent Llamau and your service at external meetings as directed by the Manager / Head of Service.
17. To provide written reports for internal and external audiences as agreed with the Line Manager.
18. To develop partnerships with other agencies to develop services to support young people and families.
19. 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

20. To provide essential cover, as required.
21. To keep abreast of legislation, good practice and new developments in the field.
22. Undertake training and supervision as required by the Manager/ Head of Service.

23. Be aware of, and operate within, the policies and procedures of Llamau especially with regard to Equal Opportunities and Confidentiality.

24. Undertake any other duties as reasonably required by the Management.

## Person Specification

ESSENTIAL	
Education	<ul style="list-style-type: none"> <li>Educated to GSCE level standard, or equivalent</li> </ul>
Experience	<ul style="list-style-type: none"> <li>Experience of working with vulnerable children, young people and families at times of stress</li> <li>Experience in one or more of the following areas: Counselling, Youth Work, Housing, Advice, Social Work, Legal Field, Family Mediation, Family Support Work, Family Group Conferencing</li> </ul>
Knowledge	<ul style="list-style-type: none"> <li>Knowledge and understanding of the role mediation can have in promoting family functioning and wellbeing</li> <li>Knowledge and understanding of relevant legislation affecting young people including the Social Services and Wellbeing (Wales) Act 2014, the Children Act 1989 and awareness of new legislation affecting this client group</li> </ul>
Skills	<ul style="list-style-type: none"> <li>Ability to facilitate mediation between a young person and their parents/guardian/support network</li> <li>Ability to communicate confidently and effectively with children, young people and families and adapt style and language to suit the audience</li> <li>Ability to work constructively as part of a team and collaboratively throughout the organisation</li> <li>Ability to make assessments of the individual needs of young people</li> <li>Good standard of communication skills both written and verbal</li> <li>Computer skills, including use of MS Word and Outlook (e-mails)</li> <li>Ability to monitor and record information accurately</li> </ul>
Personal Qualities	<ul style="list-style-type: none"> <li>To work on own initiative, as part of a team and under pressure.</li> <li>To communicate appropriately and in a non-judgemental way with young people and families who may be in crisis</li> <li>To work with young people who are struggling to engage</li> <li>To organise and prioritise work</li> <li>Professional approach which includes a strong sense of professional boundaries</li> <li>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</li> </ul>
Other	<p>Understanding of and commitment to:</p> <ul style="list-style-type: none"> <li>the principles of Equal Opportunities</li> <li>the principles of confidentiality</li> <li>work within the ethos of Llamau and its policies and procedures.</li> <li>work within Health &amp; Safety at Work regulations</li> </ul>

DESIRABLE	
Education	<ul style="list-style-type: none"> <li>• Educated to A Level standard, or equivalent</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• Experience of working within professional boundaries including young people, colleagues and external organisations</li> </ul>
Knowledge	<ul style="list-style-type: none"> <li>• Knowledge and understanding of mediation processes and ability to promote the service</li> <li>• Understanding of the relationship between the voluntary and statutory sectors</li> <li>• Understanding of young peoples' family / support networks</li> </ul>
Skills	<ul style="list-style-type: none"> <li>• Experience of using mediation with young people and families</li> <li>• Experience of using Family Group Conferencing with families</li> </ul>