

BRISTOL MEDIATION
Registered Charity No. 1000641

Job Description

JOB TITLE:	Restorative Approaches Avon & Somerset RAAS RJ Caseworker
RESPONSIBLE TO:	Senior RJ Caseworker
LOCATION	Bristol Mediation Offices, Easton, Bristol BS5 0HE
HOURS OF WORK	21 hours (worked over 3 or 4 days)
SALARY:	£18,746 per annum NJC Pt 19 (pro rata)

MAIN PURPOSE OF JOB

To work within a team of caseworkers ensuring the smooth running of our Restorative Justice Service across Avon & Somerset to include casework processes, and aiding the development of our case referral system.

Main Tasks

1. Working as part of the casework team to manage and coordinate enquiries and day to day referrals to Restorative Approaches Avon & Somerset (RAAS).
2. To be responsible for guiding and coordinating referrals from time of initial enquiry through to closing cases and obtaining feedback.
3. To utilise secure systems in relation to restorative justice and to enable an increase in referrals to the service.
4. To conduct assessments of risk and suitability to ensure safe and appropriate restorative interventions.
5. To deal with enquiries from clients, third parties, volunteers and referrers via phone, email and text.
6. To liaise with volunteer restorative practitioners, allocating cases, as appropriate.
7. To offer telephone support to clients, signposting as necessary and where appropriate.
8. To engage and inform victims and perpetrators about the process they are entering into.
9. To provide regular updates to referring officers/supporting agencies via phone and email on stages of case and any additional support requirements.
10. To maintain excellent up to date accurate records.
11. To assist with general casework administration, and undertake general administration as required.
12. To contribute to the development of the case management system..
13. To undertake additional tasks as reasonably required.
14. To attend regular casework update meetings.

Main Duties and Responsibilities

1. To provide appropriate information in response to enquiries about the status and progress of a case.
2. To maintain the information system of ongoing cases, and contribute to the development of system improvements.
3. To provide casework coordination and support (i.e. write letters, book venues for meetings and joint meetings, sending out evaluations etc).
4. Utilising IT systems, conduct risk assessments on cases, and assist with identifying suitable referrals for the service.
5. To provide more general administrative support, as required.
6. Be able to work on own initiative, and as part of a team.
7. To promote the work of RAAS (Restorative Approaches Avon & Somerset).
8. To answer the telephone and record messages.
9. To participate in regular staff supervision and support sessions.
10. To participate in support/training sessions (which will be held outside of normal working hours).
11. To work with people from a diverse range of backgrounds.

IN ADDITION, ALL STAFF EMPLOYED BY BRISTOL MEDIATION ARE EXPECTED TO:

1. Help create a multi-cultural, non-sexist environment where all individual differences are respected and valued.
2. To promote and protect equal opportunities practice and confidentiality in accordance with the policies of Bristol Mediation.
3. Conform to all other organisational policies and procedures.
4. Undergo training where appropriate.

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Person Specification

Skills and Experience needed for this post:

Essential

1. A minimum of 2 years' experience of working within a service user/multi agency environment.
2. A clear understanding of Restorative Approaches, and experience of promoting these approaches.
3. Excellent interpersonal skills and experience of working with a wide range of people.
4. Ability to empathise and put service users at ease, dealing with stressful situations, and able to handle high levels of emotion whilst remaining calm, focussed and non-judgemental.
5. Ability to challenge clients about their positions.
6. Strong organisational skills with an ability to manage time and prioritise conflicting workloads.
7. Able to work under pressure, and to strict deadlines
8. Ability to work within a team and also on own initiative.

9. Fully computer literate, and specifically Windows and Office software including Word and Access database system.
10. Excellent administrative skills
11. Excellent written and verbal communication skills.
12. Awareness of need for high levels of trust and confidentiality in all aspects of work
13. Able to reflect the professionalism of RAAS over the telephone to callers.
14. A commitment to equal opportunities.

Desirable

1. Trained and experienced Restorative Justice practitioner.
2. Knowledge and understanding of criminal justice system.
3. Experience of working directly with vulnerable and hard to reach clients
4. Experience working within and/or in partnership with the police.
5. Awareness of Equal Opportunities legislation