**Job Description & Personal Specification**

**Family Mediators (Sessional)**

November 2024

Location: Offices in Hartlepool and Middlesbrough or Home Based, working digitally with clients

You have an exciting opportunity to contribute to the growth of our local (in-person and digital) and National Online Mediation service to help enable people to resolve their issues and be able to move on with their lives.

We’re aware of increasing concerns of people being unable to access the Mediation services within their local area and nationally following relationship breakdown and we want to increase availability and enable everyone to have access to this much needed service.

You will join an experienced team who can provide all the support necessary to help enable you to become a key part of that team. To be successful in this role you will have experience in both child arrangements and financial matters. We are contracted to the Legal Aid agency, therefore experience of assessing client’s eligibility is desirable.

You will have the experience or the skills to be able to work digitally with clients and be able to adapt quickly to new challenges.

You need to be accredited with the Family Mediation Council

If this is the sort of opportunity that excites you, we’d love to hear from you.

For an informal conversation, please contact Joanne Hay on 01429 891444.

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| **Pay** | **Contract** | **Pension** | **Holidays** | **Hours** |
| **Sessional** | **Sessional on a self employed** | **N/A** | **N/A** | **Vary dependent on demand** |

# **How to Apply and closing date for applications**

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| Application process | Initial CV acceptable alongside single page application form.  You can complete the single page form on jot forms at this link: <https://form.jotform.com/233374130372348> . You can upload your CV here. You can also complete it as a word document and email it; please contact [admin@changingfuturesne.co.uk](mailto:admin@changingfuturesne.co.uk) if you need a copy. We can post it to you if you prefer.  If you are shortlisted, you will be asked to submit a fuller application form that fully complies with our safer recruitment policy. |
| **Deadline** | **30/11/2024** |

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# **Duties**

# **Service Delivery**

# To work with separated and divorced couples to enable them to reach a resolution in relations to their child arrangements or financial matters. This may also include mediation between other family members.

# To assess individual’s eligibility for Legal Aid and complete the appropriate documentation.

# To ensure that the individual provides suitable evidence of their eligibility for Legal Aid.

# To ensure that they work in accordance with Family Mediation Council’s Standards and Legal Aid Agency’s standards

# To be responsible for ensuring robust case and session recording within time scales set

# Identify and respond to safeguarding concerns for children and adults in families.

# To work co-operatively with other professionals in children’s services, health agencies and other community based services, to provide the most effective service for families.

# Work in a way that that protects, respects and promotes the rights and responsibilities of individuals and families.

# Operate within ethical and professional boundaries when working with families

# Maintain your registration with FMC

# **Working with your Manager(s)**

# Work with your Manager(s) to ensure that they receive appropriate advice and information on all relevant matters thus enabling them to fulfill their responsibilities, and to effectively monitor plans and targets.

# **Other Duties**

# Work to CFNE policies and procedures and to implement said policies and procedures.

# To undertake any other duties as may be reasonably requested from time to time your Line Manager

# It may be necessary to change these duties in accordance with the needs of the job and the project. Existing duties may be changed and new duties may be added. Any changes will be made in consultation with you.

**Personal Specification**

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|  | **Essential** | **Desirable** |
| **Personal Attributes** | * Friendly and approachable * Balanced and Fair * Flexible thinking and adaptable to problems. * Hold high standards and integrity * Personal values and beliefs aligned with those of the Charity. * Self motivated |  |
| **Qualifications** | * Qualified Mediator | * GCSE English and Maths at C or Above (or equivalent). |
| **Experience** | * Experience of working with separated or divorced individuals |  |
| **Skills** | * Positive communication skills including active listening and having constructive, meaningful conversations. * Assessment and planning skills - Gather information about peoples strengths and needs and bring together a plan that meets those needs. * Ability to work with individuals who are in distress and facing stressful situations. * Ability to innovate and adapt as you learn * Coaching and mentoring skills | * Good use of Microsoft Office Software – especially MS Outlook, MS Word. |
| **Knowledge** | * Safeguarding of children and vulnerable adults. * Safeguarding in relation to adults at risk from domestic violence and abuse. * Why the relationship between parents is important and impacts on children |  |
| **Work Related** | * Ability to work from home * Ability to work remotely * Accredited with the Family Mediation Council | * Willing to work evenings and/or weekends to meet needs of people who work and are accessing the project. |