

**Job Description**

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| **Department** | **Adults, Communities and Integration** |
| **Job Title** | Mediation Officer |
| **Grade** | Grade F |
| **Primary Purpose of Job** | To assist in the co-ordination, promotion and delivery of the Time to Talk mediation service for young people and their families and other mediation activity as required.Work closely with Children Services and Housing Options in the provision of mediation interventions with children, young people and others to prevent homelessness, improve relationships and secure positive outcomesTo assist vulnerable customers to access and engage in services; offering advice and support on all options; advocating and negotiating on behalf of customers; and work closely with other agencies externally and internally in order to provide options, prevent and relieve homelessness and to provide for the needs of the households. |
| **Reporting To** | Housing Sustainability Service Manager |
| **Direct Staffing Reports** | Student Social Work Placements  |

**Main Duties**

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| **1** | To deal with initial enquires and referrals for the mediation service and assess the suitability of cases |
| **2** | To manage a personal case load, which is reasonable and manageable, decided in co-operation with the supervision structure, maintaining suitable level of contact with and responding to service users and partner agencies through appropriate media including in person, by phone, email, face to face and writing |
| **3** | To work on a variety of mediation cases, including but not limited to, working with young people and their parents / carers and lodger exclusion to rebuild relationships and prevent homelessnessOccasionally undertake workplace mediation to improve staff relationships and other positive outcomes. |
| **4** | To provide advice, guidance, and training to any students on placement |
| **5** | To work in collaboration and provide information to partner agencies, making sure you are adhering to confidentiality and GDPR policies, and signpost service users to the partner agencies as necessary |
| **6** | To represent the council and services ensuring collaborative case working, contributing to service development and reporting on progress to management in all liaison and work with internal and external services / agencies on matters concerning, safeguarding, housing options and homelessness / mediation and homelessness prevention within the Borough and where necessary instigate and / or attend multi agency case meetings on potentially difficult and complex cases |
| **7** | Maintain all case file records and administrative systems in good order, ensuring database records are accurate and up to date to enable you to produce statistical and qualitative management, monitoring and performance information / reports including case studies, as required, identify trends and issues on demand for and delivery of services, raising these with Housing Sustainability Service Manager (HSSM) and the Housing Options and Advice Service Group Manager (HO+ASGM) and assist in developing solutions to address problems or issues highlighted  |
| **8** | To act upon any safeguarding concerns where necessary follow the policy and procedures set out by Bolton Council and keeping the Housing Sustainability Service Manager (HSSM) updated accordingly |
| **9** | Working knowledge of relevant legislation, case law and good practice relating to mediation, housing and the Homeless Reduction Act and ability to build on and maintain this knowledge through attending training courses and using online resources |
| **10** | To challenge the behaviour and language of service users and staff on hearing or witnessing discrimination in line with the polices and procedures set out by Bolton Council |
| **11** | To promote the service and benefit of using mediation to service users and through networking colleagues and partner agencies |
| **12** | To provide peer support to colleagues through file audits and case discussions as necessary |
| **13** | Such other duties as are consistent with the objectives of the post and may be required from time to time by the Head of Community Housing Services |
| **Date Job Description prepared / updated: January 2025****Job Description prepared by: Housing Sustainability Service Manager**  |

**Person Specification**

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| **Department** | **ADULTS, COMMUNITIES AND INTEGRATION** |
| **Job Title** | **Mediation officer**  |
| **Stage One** | Candidates who are care leavers, have a disability, are ex-armed forces or are a carer (see Carers-Charter-FINAL.pdf (gmhsc.org.uk) are guaranteed an interview if they meet the essential criteria for the role  |
| **The Minimum Essential Requirements for the above Post are as Follows:** | **Method of Assessment** |
| **1.** | **Skills and Knowledge** |
| 1. | Ability to communicate effectively with people from a variety of personal and professional backgrounds using interpersonal, listening and communication skills. This may also require you to give presentations to groups and manage group workshops and training  | Interview / Presentation |
| 2. | A knowledge and understanding of the issues affecting people engaged in a dispute with a good knowledge of how mediation and conflict management techniques can resolve such disputes  | Application Form  |
| 3. | An understanding and working knowledge of how disputes in families can lead to homelessness | Interview  |
| 4. | The ability to support and guide any students on placement using a range of leadership and influencing skills | Interview  |
| 5. | Ability to work creatively on own initiative with a flexible and innovative approach to problem solving | Interview |
| 6. | Good organisational, administrative and IT skills | Interview |
| 7. | Ability to manage and prioritise work with minimum supervision  | Interview  |
| 8. | Ability to develop constructive working relationships with prospective service users and partner agencies  | Interview  |
| 9. | Ability to apply mediation principles to working practices with own team members and those of the wider Community Housing Services | Application Form |
| 10. | An understanding of the principles of team working | Interview |
| 11.  | Ability to monitor the service and ensure it is meeting local needs and funders requirements using a variety of reporting mechanisms including those that are IT based | Interview |
| 12. | Awareness of personal safety and security issues in relation to the organisation of mediation meetings and their participants  | Interview  |
| 13. | **Competencies** – Please note the council’s corporate competencies, which are essential for all roles, are below in the Core Competencies section  | Interview |
| **2. Experience/Qualifications/Training etc** |
| 1. | Experience of working with people in conflict  | Application Form  |
| 2. | A willingness to undertake developments in areas around mediation  | Interview  |
| 3. | Experience of preparing and delivering presentations to a range of audiences including both one to one and group work  | Interview / Presentation  |
| 4. | Experience of multi-disciplinary work including working with voluntary groups or organisations  | Application Form  |
| 5. | Experience of motivating and engaging difficult to reach service users  | Interview  |
| **3. Work Related Circumstances** |
| 1. | All posts require the job holder to undertake mandatory training for the role and to regularly review their developmental needs in conjunction with their line manager. Development of our employees plays a key role in delivering our services | Interview |
| 2. | The Council has a framework of Values & Behaviours that guide our behaviour and decision making to help achieve our vision. All employees are expected to be mindful of these when undertaking their work. | Interview |
| 3. | This role requires the job holder to work outside of normal office hours, for example at evenings and weekends, to meet the needs of the service.  | Interview  |
| 4. | This post is subject to an enhanced disclosure from the Disclosure & Barring Service with check of relevant barred list(s) | Interview |
| **STAGE TWO** | Will only be used in the event of a large number of applicants meeting the minimum essential requirements |
| **Additional Requirements** | **Method of Assessment** |
| **1. Skills and Knowledge** |
| 1. | An understanding of restorative practices  | Application Form  |
| **2. Experience/Qualifications/Training etc** |
| 1. | Experience of working as a mediator in either a paid or unpaid capacity | Application Form  |
| 2. | Experience of working with people within their own homes | Application Form  |
| 3. | Basic understanding of homeless legislation | Application Form  |

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| **Date Person Specification prepared/updated** **Person Specification prepared by**  | **January 2025** |
| **Housing Sustainability Service Manager / Housing Options and Advice Group Service Manager** |

**These core competencies are considered essential for all roles within Bolton Council. Please be prepared to be assessed on any of these during the interview process and, for the successful applicant, throughout the probationary period.**

**Developing Self & Others**

Promote a learning environment to embed a learning culture.  Support others to develop their skills and knowledge to fulfil their potential. Actively pursue your own development. Support and promote the principles of Investors in People.

**Civil Contingencies**

Bolton Council has a statutory duty under the Civil Contingencies Act to respond in the event of an emergency. If Bolton Council’s Emergency Management Plan is activated, you may be required to assist in maintaining key Council services and supporting the community.  This could require working outside of routine working hours and working from places other than your normal place of work.

**Equality & Diversity**

Uphold the principles of fairness and the Equality Act in all undertakings as a Bolton Council employee, including providing a fair, accessible service irrespective of customer’s race, religion, gender, sexuality, disability or age.

**Customer Care**

The ability to fully understand, assess and resolve the needs of all customers including those who present with complex situations, in a manner that respects dignity and expresses a caring & professional image.

**Health & Safety**

Take responsibility for the health and safety of yourself and others who may be affected by your acts or omissions, and comply with all health and safety legislation, policy and safe working practice, including participating in training activities necessary to your post.

**Data Protection and Confidentiality**

Ensure that any personal data or confidential data you hold is kept securely and is not disclosed, whether electronically, verbally or in writing, to any unauthorised third party. Follow Council policies and procedures on dealing with personal information and information assets, including The Code of Conduct, Data Protection, Acceptable Use and Information Security policies. Personal or confidential data should only be accessed or used for council purposes.

**Fluency Duty**

Should you be required, as a regular and intrinsic part of your role, to speak to members of the public in English, you must be able to converse at ease with customers and provide advice in accurate spoken English, as required byThe Immigration Act 2016.

**Working Hours**

The nature and demands of the role are not always predictable and there will be an expectation that work will be required outside of normal hours from time to time.

**Safeguarding**

This Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Should the role involve working with the above groups, you will be subject to an Enhanced Disclosure and Barred List check by the Disclosure & Barring Service.

**The values of an organisation are those key principles by which people are expected to work to day to day. They’re our culture and help define what is expected of each and every one of us**.





