



Brighton & Hove Independent Mediation Service

Job Description and Person Specification

Mediation Caseworker

Context:

Brighton & Hove Independent Mediation Service (BHIMS) is a community based, independent mediation charity. BHIMS provides a comprehensive range of mediation and conflict resolution services and training across Brighton & Hove and into the surrounding areas of Lewes District.

BHIMS is part of the Sussex Mediation Alliance (SMA), a network of Mediation organisations promoting effective and inclusive mediation practice across East and West Sussex.

There is a small paid staff team that enables the delivery of these services, primarily through a network of trained volunteer mediators. As a small organisation, all BHIMS employees are expected to be flexible and undertake activities across all areas of work where they have been trained to do so.

JOB DESCRIPTION

Main purpose:

The role of the mediation caseworker is to manage a caseload and undertake associated duties relating to the provision of a high-quality mediation service to both clients and referrers to BHIMS.

Caseworkers are involved throughout the mediation process, supporting volunteers in the provision of mediation and where needed, carrying out mediations themselves.

Main duties and responsibilities

1. Managing casework on referrals from partner agencies.

BHIMS currently provides community mediation services to clients referred by Brighton & Hove City Council, Lewes District Council, Sussex Police, housing associations, registered social landlords and self-referred individuals.

This involves:

- a) Initial assessment and triage of referrals including contacting parties to introduce the service and allocating volunteer mediators.

- b) Liaison with clients to arrange direct or indirect (shuttle) mediation or conflict coaching sessions to be carried out by volunteers as appropriate via visits/telephone call or video conferencing.
 - c) Setting up and maintaining detailed electronic case files with properly documented correspondence and evidence of decision-making processes. Working to agreed standards, maintain monitoring data to assist in performance management.
 - d) Regularly reviewing and monitoring each case with the objective of bringing cases to conclusion with the most satisfactory outcome within the remit of mediation.
 - e) Promoting positive relationships with our partners including providing verbal and written feedback to referrers and volunteer mediators as necessary.
 - f) To support volunteer mediators before, during and after mediation sessions to ensure appropriate de-briefing and case progression, signposting supervision and learning to the Senior Caseworker and Chief Executive Officer as appropriate.
 - g) In complex cases, undertaking joint mediation work with volunteer mediators, including home visits and meetings at community venues when appropriate.
 - h) Ensure that all child protection and adult safeguarding concerns that come to light as a result of information shared with BHIMS are raised with the appropriate agencies in line with the Pan Sussex Safeguarding procedures.
 - i) Where clients need support that is outside the remit of mediation, signposting them to other agencies as appropriate.
 - j) Participate in the evaluation of the Service on a regular basis.
2. To uphold and carry out the duties of the role in line with the Sussex Mediation Alliance (SMA) Equality and Diversity Policy.
 3. To respect and work in accordance with the demands of a confidential and independent mediation service and in line with the principles of the Data Protection Act 2018 and the General Data Protection Regulation (GDPR).
 4. To assist in promoting BHIMS by giving presentations and sharing information with community/residents' groups and partner organisations.
 5. Participate in team training and development as required including one to one supervision with the Senior Caseworker.
 6. Provide support to Senior Caseworker and Chief Executive Officer (CEO) in the general running of BHIMS as required.

7. Carry out the duties of the role in accordance with the BHIMS policies and procedures including Health & Safety.
8. To work in accordance with BHIMS values, aims and objectives.

The job description reflects the main responsibilities required of the role and is not intended to be a complete list. You may need to undertake other duties as may reasonably be required. BHIMS may update the job description from time to time and the post holder will be consulted about any proposed changes.

PERSON SPECIFICATION

Essential	Desirable
Experience	
Experience of managing a caseload and assertively engaging with people from diverse backgrounds and with diverse needs.	Experience of delivering or supporting training programmes.
Experience of mediation/ conflict resolution or a commitment to training in mediation skills.	Training in mediation and conflict resolutions skills.
Knowledge	
Understanding of and a commitment to the role of mediation in conflict resolution and its wider role within the community.	A knowledge and understanding of working in the voluntary, community and statutory sectors.
	A knowledge of safeguarding children and adults at risk and the procedures for sharing confidential information to signpost them for support.
Skills	
Excellent verbal and written communication, presentation and interpersonal skills with the ability to relate to people on all levels-from diverse backgrounds.	Proven negotiation and problem-solving skills.
Ability to organize your own workload, using initiative both working on your own and as part of a small team.	
Proven ability of working with socially excluded and vulnerable people with an understanding of the issues they face in communities.	

Ability to network and collaborate to form effective links with a wide range of partnership agencies, groups and individuals.		
Proficient ICT skills – Word and Excel.		Experience in use of databases.
To be able to demonstrate a commitment to the principles of Equalities and to be able to carry out your duties in accordance with the Sussex Mediation Alliance (SMA) Equality and Diversity Policy.		
Ability to maintain confidentiality and discretion and remain impartial and non-judgemental.		
Ability to work with changing priorities, fluctuating workloads and ambiguity.		
Other requirements		
Consent to an Enhanced Disclosure and Barring Service (DBS) Check		
Ability to work on occasion outside of office hours.		