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| **Job Profile** |
| **Job Title** | Homelessness Transitions for Offenders (HTO) Mediator |
| **Hours per Week** | 24 (Permanent) |
| **Salary** | Up to £23,069 FTE (dependent upon experience) |
| **Responsible to** | Advice Services Manager  |
| **Responsible for** | N/A |
| **Service/Team** | Homelessness Transitions for Offenders Service  |
| **Job Number** | HTO-HSS-039 |
| **Base/Location** | 38 Leicester Road, Loughborough, LE11 2AG |

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| **Job Purpose** |
| The Homelessness Transitions for Offenders (HTO) service is funded by the Big Lottery Fund and works with people who have an offending history, including both offenders in custody and in the community, who disclose they are of no Fixed Abode or that they will be street homeless upon release. The programme, working with the Prison Resettlement Teams, will strengthen the pathway, and offer earlier interventions, to prisoners who are due for release with No Fixed Abode, and will therefore reduce the flow of rough sleepers to the street. The HTO service will be operational across Leicestershire, Leicester City and Rutland and prisons which services these areas. The role of the HTO Mediator is to support adults, with an offending history, who are experiencing family conflict, poor emotional wellbeing, poor mental health and social exclusion. The post holder will undertake a diverse role within our Mediation Service which focuses on early prevention and intervention in order to prevent/relieve homelessness and improve the mental wellbeing of offenders. You will be required to process referrals that are received and contact clients and other professionals where appropriate. You will work with offenders and their families by providing individual and joint mediation appointments to explore issues, problems and conflicts and support and empower them to identify realistic and achievable ways of moving forward and making change. You will work holistically and creatively adapting the way that you work to meet the needs of vulnerable client groups.  |

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| **Main Duties and Responsibilities** |
| **Operational Responsibilities** |
| * To process and assess suitability of mediation referrals for the HTO service by contacting and providing information to clients and referrers
* To carry out initial assessments with clients to assess needs and award waiting list points, when instructed by the Senior Homelessness Transitions for Offenders Officer or Advice Services Manager
* To support clients to explore issues, problems and conflict in a future focused way and empower clients to make positive changes
* To use creative tools to better engage vulnerable client groups and support them to explore conflict and emotional wellbeing in a way which places less emphasis on verbal communication
* To conduct risk assessments and review these regularly
* To arrange and undertake one to one and joint mediation appointments with clients either in prison, at the office or in the community and provide written agreements where required
* To follow up and evaluate the effectiveness of mediation
* To work closely with other relevant agencies, supporting clients and their family members to access appropriate assistance
* To actively promote the services provided by The Bridge (East Midlands)
* To actively feed in to the development of the HTO Mediator role within the HTO Service and input in to new and effective ways of working
* To undertake regular community outreach to identify clients who are rough sleeping
* To attend HTO and Mediation Team Meetings on a quarterly basis
* To ensure your mediation practice is kept up-to-date, including attending case management meetings with the Specialist Services Manager, attending relevant training and Midlands Mediation Network meetings
* To attend relevant safeguarding and multi-agency meetings where appropriate
* Actively safeguard vulnerable clients, making referrals to Children and Families Services and Adult Social Care
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| **General Organisational Duties** |
| * To comply with, and adhere to, The Bridge’s Quality Management System (QMS)
* To take responsibility for producing your own correspondence
* To take engage with, and contribute in, your own Training and Continual Professional Development
* To embed and exhibit The Bridge’s values and ethos in your work
* To take responsibility for your own health and safety and that of others in line with The Bridge’s Health and Safety Policy
* To undertake other duties as required by the Chief Officer to ensure the smooth running of The Bridge
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| **Special Factors** |
| * This role requires a full driving licence and a car
* This role requires a degree and/or formal mediation qualification
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| **Person Specification** |

The following criteria define the relevant knowledge, experience, skills and abilities which a candidate will need to demonstrate throughout the recruitment process. The criteria will be assessed at different stages including Application (A), Interview (I), Test (T) and/or Presentation (P).

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| **No.** | **Criteria** | **A** | **I** | **T** | **P** |
| 1 | One years’ experience of working with vulnerable adults, preferably with a focus on offenders | X | X |  |  |
| 2 | Awareness of the current issues for homeless people and offenders and the potential impact on accessing services and/or accommodation  | X | X |  |  |
| 3 | Knowledge and understanding of the key principles of mediation and how this is related to issues of conflict and well-being within families and the home | X | X |  |  |
| 4 | An understanding of how poor mental health and emotional wellbeing can result in issues such as substance misuse, self-harm, anxiety, depression and emotional and behavioural difficulties  | X | X | X |  |
| 5 | A working knowledge of the Windows operating systems and software including Microsoft Office, which can be demonstrated | X |  |  |  |
| 6 | Proven experience of safeguarding processes and issues | X | X |  |  |
| 7 | The ability to communicate effectively with people both verbally and in writing, including the ability to communicate and mediate in conflict situations  | X | X | X |  |
| 8 | The ability to assess needs, create action plans and motivate people to achieve their goals | X | X | X |  |
| 9 | A high level of commitment to and understanding of the principles of confidentiality | X | X |  |  |
| 10 | The ability to remain calm in challenging situations and in environments where emotions are heightened  | X | X |  |  |
| 11 | The ability to organise and prioritise own work and to work with minimum supervision |  | X |  |  |
| 12 | A high-level commitment to and understanding of Equal Opportunities and the ability to counter discrimination  |  | X |  |  |
| 13 | A high-level commitment to ensuring that The Bridge (East Midlands) values are embedded in your day to day work |  | X |  |  |
| 14 | Recognised accreditation in Mediation Skills | X |  |  |  |

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| **Document Control** |
| **Prepared by** | Molly Boggis  | **Date** | 25/03/2019 |
| **QMS Document No.** | HTO-HR-039 | **Version** | v1.0 |