

Job Description

Family Mediator (Homelessness)

Promise Partnership Project - Youth Justice & Rights Mediation and Support Service



Fixed term to 31st March 2025

For over 50 years, Cyrenians has tackled the causes and consequences of homelessness.

We understand that there are many routes into homelessness, and that there is no 'one size fits all' approach to supporting people towards more positive and stable futures. That's why all our work is values-led and relationships-based. We meet people where they are, and support them towards where they want to be.

Our mission: To tackle the causes and consequences of homelessness through learning from lived experience; by delivering targeted services which focus on prevention, early intervention and support into a home; and by influencing changes in legislation and policy.

Compassion | Respect | Integrity | Innovation

Read more about us and our values

1 General

About the Promise Partnership Project

The Promise Partnership Project will see Cyrenians Mediator's and Family Outreach Workers operating across East Lothian and Midlothian, working alongside young people, including those who are neurodivergent, who are in residential or kinship care. In conjunction with local authority, criminal justice and third sector partners our innovative approach will see us provide whole family support and mediation, enabling young people to be looked after at home or with kinship carers where possible, and avoid further involvement with the criminal justice system.

About the service

Cyrenians Mediation & Support service has been offering mediation and support to families in Scotland since 2006. We know family breakdown is the main cause of youth homelessness in Scotland, which is why we endeavour to ensure every young person we work with has a safe home environment and the strong relationships that make this possible.

We are staffed by a highly passionate and trained team that strive to help young people and families understand, and experience their rights, and create positive family relationships.

About the role

Cyrenians' Mediators work with young people and their parents, carers and guardians to address and resolve conflict within the home. We work with clients who experience a varied and dynamic set of challenges, including involvement in the criminal justice system, substance abuse, those in the care-system and those with adverse childhood experiences. We work without judgement, offering an impartial and neutral space for families to talk, express feelings, come to agreements and reach shared understanding.

Our flexible and person-centred approach means we often mediate within family's homes, in local-community spaces, at times that work for them. Whilst online and telephone mediation is offered to our clients we find that most benefit from face-to-face meetings.

Mediators work in partnership with a Cyrenians Family Outreach Worker on each case. This innovative partnership approach is known as the "The Amber Model" and recognises that there may be practical and emotional barriers to mediation, that can be overcome with additional support. This dedication to partnership working requires strong relationship building skills and a commitment to working transparently and collaboratively.

2 Tasks and Responsibilities

Working with young people and families

- Effectively explain the mediation process
- Facilitate formal pre-mediation meetings between young people and families or other relevant individuals
- Facilitate formal mediation meetings to help families find common ground and reach shared understanding
- Mediate both as sole mediator or in a co-mediation format depending on the needs of the clients/scheduling challenges
- Monitor clients progress and keep up-to-date case notes, ensuring all paperwork is completed.

Working within the Mediation & Support team

- Build strong relationships and effective communication with Family Outreach Workers to provide the highest quality service, ensuring clients' needs are met
- Attend and contribute to peer support sessions with your fellow mediators
- Participate in team meetings and contribute to project updates
- Attend six-weekly 1-to-1 meetings with your line manager to discuss your work needs, caseload, progress, and development opportunities

Other

- Attend relevant professional meetings and case conferences

- Offer opportunities, where possible, for new and aspiring mediators to gain experience
- Build and maintain professional relationships with other relevant stakeholders.

3 Person Specification

Knowledge and Experience	
Experience of providing mediation in conflict situations	Essential
Proven understanding of the issues that affect young people and their families (e.g. conflict, family dynamics, criminal justice)	Essential
Knowledge of young people organisations in Scotland, including Secure Care provision	Desirable
Experience of using monitoring and evaluation systems	Desirable
Skills and Attributes	
Strong relationship building skills	Essential
Able to support, and work well in, a diverse team	Essential
Flexible approach and ability to respond positively to emerging situations	Essential
Patient and respectful of all people, whatever their background or presenting behaviour	Essential
Qualifications and Training	
Accredited mediation training	Essential
Evidence of Continuing Professional Development	Essential
Registered with Scottish Mediation, or meet the eligibility criteria for membership	Essential

4 Terms & Conditions

<u>Employer:</u>	Cyrenians
<u>Line Manager:</u>	Senior Mediator
<u>Workplace:</u>	Cyrenians head office in Edinburgh, with travel to East and Midlothian as required
<u>Working Hours:</u>	14 hours per week
<u>Annual Leave</u>	25 days plus 10 public holidays pro rata
<u>Salary:</u>	£30,614 to £33,894 per annum pro rata (scale points 27 to 30) This equates to £11,583 per annum for a 14-hour week on SCP27.
<u>Pension:</u>	Auto-enrolment into Qualifying Workplace Pension Scheme (QWPS) which is a Group Stakeholder Pension Scheme – current contributions being 5% employee and 3% employer. Option of enhanced Employer contributions to the same QWPS of 6% initially, rising

to 9% after 2 years and 12% after 5 years (subject to employee contributions of 6%)

Duration:

Fixed term contract to 31st March 2025

Disclosure:

PVG membership for adults and children required

5 Application Deadline and Interview Dates

Closing date: 12 noon on Monday 6th May 2024

Interview date: Week beginning 13th May

Second stage: TBC

Please refer to the Recruitment Information leaflet for further information on completing and submitting your application form.