

Role Description



Job Title	Mediation Officer
Service	Mediation
Responsible to	Operational Co-ordinator
Reporting Roles	Not applicable
Purpose	To deliver Mediations and support to administer the Mediation Services for Anglia Care Trust
Base	Martlesham Heath, Ipswich
Starting Salary	£23,846 (pro rata)
Working Hours	Part time – 15 hours per week, hours to be agreed (occasional evening/weekend work may be required)

Job Overview

The aim of the Mediation Officer role is to both deliver Community Mediation where required and also to support the administration of the Community Mediation service, including supporting a team of trained Mediation Volunteers.

Responsibilities and Duties

- Arranging and delivering mediation sessions across the county
- Delivering mediation and mediation support in accordance with the action plan
- Supporting Volunteers by providing advice and guidance
- Providing relevant information to the Co-ordinator on the delivery of the service
- Assisting the Co-ordinator in developing the service
- Complying with process and quality assurance processes
- Ensuring all relevant management information returns are completed and submitted to the relevant bodies and within the specified time scales
- Partnership working to increase profile and referrals.

Skills, qualifications, knowledge and understanding required

- Risk assessment and risk management
- An ability to work in a solution focused way
- Ability to empower and motivate
- Confidence to challenge other service providers where required
- To develop and maintain a good working knowledge of services across Suffolk
- Working to targets and deadlines
- Safeguarding Adults and Children
- A willingness to work towards and achieve an accredited Mediation qualification

Additional requirements

- Must have a full driving license and access to own transport as travel around the county will be involved.