

Resolve West (formerly Bristol Mediation)

Registered Charity No. 1000641

Job Description

JOB TITLE: Hate Crime/Discrimination Caseworker

RESPONSIBLE TO: Service Manager

LOCATION: Resolve West Offices, Easton, Bristol BS5 0HE

HOURS OF WORK: 21 hours (to include Wednesday and Friday)

SALARY: NJC Pt 7 – Pt 11 £20,092 - £21,748 pro rata per annum

MISSION STATEMENT

Resolve West provides and promotes services that empower people to resolve conflict and repair harm throughout Bristol and the surrounding areas.

MAIN PURPOSE OF JOB

To work, alongside our Hate Crime and Discrimination Service partners (SARI, Bristol MIND, Brandon Trust, LGBT+ Bristol and Avon & Bristol Law Centre.

To provide opportunities and support for service users experiencing conflict, hate crime/incident or discrimination to engage with a restorative approach as part of our services.

To work within a team of office-based caseworkers ensuring the smooth running of our casework processes, case management and to work towards meeting key targets and outcomes as set by our commissioners.

Main Tasks

1. Working as part of the casework team to assist with day-to-day referrals into Resolve West.
2. To be the named caseworker responsible for guiding, risk assessing and coordinating hate crime discrimination cases as part of Hate Crime and Discrimination service from the time of referral or initial enquiry through allocation to our facilitators, closing cases and obtaining feedback.
3. To handle enquiries and undertake multi agency work alongside partners, parties, third parties and referrers via phone, email, face to face, video conference and text.
4. To liaise with practitioners, allocate cases, and when appropriate provide guidance to practitioners, with the oversight of the line manager, on complex and sensitive cases.
5. To offer telephone, video support to clients, signposting as necessary and where appropriate.
6. To engage and inform clients about the process they are entering into.

7. To provide regular updates to partners, referring officers/supporting agencies via phone and email on stages of case and any additional support requirements.
8. To maintain excellent, accurate and up to date records.
9. To assist with general casework administration, and undertake general administration as required.
10. To contribute to the development of the case management system at Resolve West..
11. To undertake additional tasks as reasonably required.
12. To attend regular casework partnership meetings to encourage referrals and increase understanding of services.
13. To network and develop positive relationships with agencies both within and outside of the hate crime and discrimination partnership across Bristol to create greater awareness of restorative interventions and their applicability to hate incidences and discrimination.
14. To offer and provide regular information sessions to caseworkers within the partnership.
15. To attend regular internal casework update meetings
16. To attend external meetings about particular cases as and when necessary as a representative caseworker of Resolve West's Hate Crime and Discrimination Service.
17. Where appropriate to attend approved panel discussions, talks, workshops and events to promote Resolve West's work.

Duties and Responsibilities

1. To provide appropriate information in response to enquiries about the status and progress of a case.
2. To manage initial assessment meetings with potential service users as and when required, either via telephone or face to face to support engagement with our service.
3. To maintain the information system of ongoing cases and contribute to the development of system improvements.
4. To provide casework support (i.e. write letters, book venues for joint meetings, sending out evaluations etc).
5. To provide more general administrative support, as required.
6. Be able to work on own initiative, and as part of a team.
7. To promote the work of Resolve West.
8. To answer the telephone and record messages.
9. To participate in regular staff supervision and support sessions.
10. To participate in support/training sessions (which will be held outside of normal working hours).
11. To work with people from a diverse range of backgrounds.

IN ADDITION, ALL STAFF EMPLOYED BY RESOLVE WEST ARE EXPECTED TO:

1. Help create a multi-cultural, non-sexist environment where all individual differences are respected and valued.

2. To promote and protect equal opportunities practice and confidentiality in accordance with the policies of Resolve West.
3. Conform to all other organisational policies and procedures.
4. Undergo training where appropriate.

Person Specification

Skills and Experience needed for this post:

Essential

1. Experience of working directly with vulnerable and hard to reach clients
2. Excellent interpersonal skills and experience of working with a wide range of people.
3. Experience of putting service users at ease, showing empathy, dealing with stressful situations, and able to handle high levels of emotion whilst remaining calm, focussed, and non-judgemental.
4. A good understanding of diversity and person-centred approaches and a strong commitment to equal opportunities.
5. Ability to challenge clients about their positions where appropriate.
6. Excellent and clear communication skills, both verbally and written.
7. Excellent and proven coordination and administrative skills
8. Ability to work as part of a team and on own initiative
9. Ability to manage time and prioritise conflicting workloads.
10. Able to work under pressure, and to deadlines
11. Fully computer literate, and specifically Windows and Office software.
12. Awareness of need for high levels of trust and confidentiality in all aspects of work
13. A good understanding and interest in conflict resolution, and a commitment to promoting this approach.
14. A willingness to undergo community mediation training.
15. Able to reflect the professionalism of BM over the telephone to callers.

Desirable

1. Trained and experienced conflict resolution or RJ practitioner.
2. Experience working within the voluntary sector
3. Demonstrable understanding of Equal Opportunities legislation
4. Experience working professionally with a diverse service user group.
5. Demonstrable understanding of safeguarding, both in relation to children and to vulnerable adults