

## **RESOLVE WEST**

*Registered Charity No. 1000641*

### **Job Description**

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|------------------------|---|
| <b>JOB TITLE:</b>      | <b>Restorative Approaches Avon &amp; Somerset<br/>(RAAS) Restorative Justice Caseworker</b> |
| <b>RESPONSIBLE TO:</b> | Service Manager   |
| <b>LOCATION</b>        | Resolve West Offices, Easton, Bristol BS5 0HE   |
| <b>HOURS OF WORK</b>   | 21 hours – preferably worked across 4 days  |
| <b>SALARY:</b>         | NJC Pt 7 – Pt 11 £20,092 - £21,748 pro rata per annum                                       |

#### **MAIN PURPOSE OF JOB**

To support the smooth running of our Restorative Justice Service across Avon & Somerset. You will hold your own case load and be responsible for supporting casework processes more generally within the service. You will be a key member of a small and fast paced team.

#### **Main Tasks**

1. Working as part of the casework team to manage and coordinate enquiries and day to day referrals to Restorative Approaches Avon & Somerset (RAAS).
2. To be responsible for guiding and coordinating referrals from time of initial enquiry to the point of allocation to volunteer facilitators and then to closure.
3. To utilise secure police networked systems in relation to restorative justice and conduct assessments of risk and suitability to ensure safe and appropriate restorative interventions.
4. To deal with enquiries from clients, third parties, volunteers and referrers via phone, email and text.
5. To liaise with volunteer restorative practitioners, allocating cases, as appropriate.
6. To offer telephone support to clients, signposting as necessary and where appropriate.
7. To engage and inform victims and perpetrators about the process.

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8. To provide regular case updates to referring officers and supporting agencies.
9. To maintain excellent up to date and accurate records.
10. To assist with general casework administration.
11. To contribute to the development of the case management system.
12. To undertake additional tasks as reasonably required.
13. To attend regular casework update meetings.

### **Additional Duties and Responsibilities**

1. To be the point of contact for all enquiries including CJS agencies, police, partners, other statutory or voluntary agencies and self-referrals.
2. To provide more general administrative support, as required.
3. To promote the work of RAAS (Restorative Approaches Avon & Somerset).
4. To answer the telephone and record messages.
5. To participate in regular staff supervision and support sessions.
6. To participate in support/training sessions (which will be held outside of normal working hours) when necessary.

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

1. Help create a fully inclusive 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 Bristol Mediation.
3. Conform to all other organisational policies and procedures.
4. Undergo training where appropriate.

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## Person Specification

### Skills and Experience needed for this post:

#### Essential

1. Significant experience of working within a service user/multi agency environment.
2. A clear understanding and interest in Restorative Approaches.
3. Ability to pass Non-Police Personnel Vetting (in compliance with the National Vetting Policy for the police community). Further details in application form.
4. Strong organisational skills with an ability to manage time and prioritise conflicting workloads.
5. Clear understanding and experience of identifying and managing risks, particularly working with service users/vulnerable individuals.
6. Excellent interpersonal and rapport building skills and experience of working with a wide range of people.
7. Ability to empathise and put people at ease, dealing with stressful situations, and able to handle high levels of emotion whilst remaining calm, focussed, and non-judgemental.
8. Ability to challenge clients about their positions.
9. Able to work under pressure, and to strict deadlines
10. Ability to work within a team and on own initiative.
11. Fully computer literate, and specifically Windows and Office software including Word and Access database system.
12. Excellent administrative skills
13. Excellent communication skills, both written and verbally.
14. Awareness of need for high levels of trust and confidentiality in all aspects of work
15. Willingness to train as an RJ facilitator.
16. A commitment to equal opportunities.

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## **Desirable**

1. Trained and/or experienced Restorative Justice practitioner.
2. Knowledge and understanding of the criminal justice system.
3. Experience of working directly with vulnerable and hard to reach clients
4. Experience working within and/or in partnership with the police.
5. Awareness of Equal Opportunities legislation.