Job Profile Family Support Mediator

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| Reporting to | Family Mediation and Housing Advice Team Leader | Job Level: |
| Area | Support and Advice | * Entry level/Ancillary * Service Delivery * First Line Manager/Qualified Practitioner/ Specialist * Manager/Clinical Supervisor/Senior Specialist * Senior Operational Management * Strategic Leadership |
| Location | Brighton, East Sussex | |
| Contract | Fixed term until 31 March 2025 | |

# Where you fit

# Job Purpose

The post holder will be expected to work within a family focussed approach to preventing youth homelessness with 14–25-year-olds engaging with YMCA DownsLink Group and the Youth Advice Centre (YAC) Housing Advice Service, through mediation between parents/ carers and young people, home visiting, case working and signposting. The Family Mediation Service aims to avert young people away from crisis point by providing an effective and proactive mediation and re-engagement programme.

The post holder will offer family interventions and tools for enhanced communication, to promote the maintenance of young people within the family home, or the safe return of the young person into the family home. This post is part of a multi-agency team approach with Children Services and Brighton and Hove City Council Housing Options.

# About us

We help children and young people have a fair chance to be who they want to be. We do this by providing a safe home, increasing life skills and self-confidence, and improving emotional wellbeing and mental health. Each year, we support thousands of children and young people up to the age of 25 across Sussex and Surrey. We offer support in three service areas:

• Housing provision and sustaining accommodation

• Specialist information, advice and support

• Emotional wellbeing and mental health.

We are a member of the YMCA Federation of England & Wales and are guided by their vision of ‘transforming communities, so all young people can belong, contribute & thrive’. This vision reflects the original Christian foundation of the YMCA movement, but with a clear emphasis on being an inclusive organisation. Our values - we welcome all, we inspire, we support, and we speak out - guide us in all our actions.

# Responsibilities

1. Provide face-to-face mediation sessions for young people and their families.
2. To assess and coordinate a package of support to 14–25-year-olds and their families.
3. Within mediation sessions to offer a broad range of interventions and therapeutic techniques.
4. Provide guidance on parenting.
5. To work jointly with YAC’s Housing Advice Team and Support and Advice Team to provide holistic support to the young person.
6. To work with young peoples supported accommodation providers to re-engage young people with their families and to promote, where safe, a return home.
7. To thoroughly understand the organisations preventative approach to youth homelessness.
8. To work flexibly, meeting families and young people in different locations, including the family home.
9. Provide services which will be accessible and responsive to varying needs and adapt support in a holistic, trauma informed, personalised way.
10. Be responsive to changing trends, linking with specialist agencies as appropriate e.g. trafficking, sexual exploitation, modern slavery and radicalisation.
11. Support young people in relation to their emotional health and resilience, to reduce their risk of homelessness.
12. To facilitate onward referrals as appropriate e.g. for specialist help.
13. To ensure the provision of statistical monitoring required by funding agencies.
14. To work with schools, colleges and community projects to prevent evictions from the family home with 14- to 25-year-olds.
15. To ensure the provision of outcome monitoring required by Commissioners.
16. To refer and alert manager of any potential risks in terms of safeguarding or other professional concerns.
17. To ensure service users are made aware of key processes e.g. complaints, information sharing, getting involved, and to make sure that they are asked about how they would prefer information; to ensure special information requirements (e.g. large print, language, braille etc) are clearly recorded on their files and that their needs are met.
18. Comply with all YMCA DownsLink Group policies and procedures (in particular: Safeguarding Children and Adults, and Diversity & Inclusion), and always abide by the Code of Conduct.
19. To attend YMCA DownsLink Group mandatory training and abide by our policies and procedures on Safeguarding, Health and Safety and Diversity & Inclusion
20. To attend appropriate continuing professional development and training events and be committed to team events
21. Carry out any other appropriate duties as directed by the manager to support and promote the work of YMCA DownsLink Group in accordance with the post holder’s capabilities.

# Person Specification

## Experience

* Experience of mediation/ conflict coaching or similar work across a range of client groups.
* Experience of working with young people with mental health issues and learning difficulties.
* Experience of working with young people and their families / carers in crisis.
* Experience of work in a voluntary organisation.

## Skills and Abilities

* Able to relate to young people with varying needs/problems.
* Good written and verbal communication skills.
* Able to make good clear assessment of situations.
* Able to be assertive and deal with conflict when necessary.
* Able to work as a member of a team as well as independently.
* Well organised and able to carry out administrative tasks.
* Able to negotiate and advocate for young people and parents with other agencies.
* Able to make clear, reasoned decisions.
* Ability to work within a trauma informed and strengths-based approach.

## Knowledge

* Knowledge of issues facing young people, especially those who are socially excluded or from hard to reach groups.
* Good understanding of youth homelessness
* In depth understanding of children and adult safeguarding.
* Knowledge of local support services.
* Knowledge of legislation relationship to families, children and young people
* Knowledge of Solution Focused Therapy
* Knowledge of Family systems and theoretical approaches, and other relevant therapeutic models

# Employee Declaration

I confirm that I have read, understood and agree to the expectations of the role as outlined in this job profile:

**Name: Signed: Date:**