Job description

Job title

Mediation Co-ordinator

Hours

Casual hours determined by the Service Manager

Contract

Casual Hours

Role profile and grade

AS30A - Grade 1

Salary

Hourly rate is £12.67 per hour which is the National Living Wage

Location

Hybrid working – a combination of working within the Newbridge Centre and home working.

Reports to

SEND Family Services Support Manager

Type of DBS required

Standard (We will apply for this on your behalf.)

Job purpose

The Together Trust provides a wide range of services to vulnerable children, young people, adults and their families. This includes fostering, residential care, community and family support and specialist education.

The post holder will undertake all the tasks as delegated by the SEND Family Services Support Manager to support the Special Educational Needs & Disability (SEND) Mediation and Disagreement Resolution Service (MDRS) in the provision of support functions within the Together Trust.

The MDRS are SEND specialists at providing a neutral and impartial SEND mediation service. They provide a high quality and professional service that is responsive, approachable and supportive.

This is a varied role providing a quality, professional, effective, and efficient service, being the first point of contact within the MDRS team. The post holder will act as co-ordinator for the MDRS; providing mediation advice, taking detailed case notes from families/young people, liaising with local authorities, schools, other professionals and mediators in order to arrange meetings.

The post-holder will be expected to be flexible in their approach and be prepared to undertake other duties when required. They should also be able to work independently and use their initiative to undertake tasks which may not be explicit within the job description.

The post-holder will be expected to attend and participate in staff meetings, supervision, training and appraisals.

In respect of the general responsibilities as an employee of the Together Trust, the post-holder will be required to:

- Promote a positive image of the service and the Together Trust at all times
- Be aware of and follow the relevant policies and procedures
- Utilise all relevant systems, including the CRM/relevant database
- Maintain confidentiality for all areas of the post
- Co-operate with all Together Trust staff in maintaining harmonious interpersonal relations
- Perform any duties as may reasonably be required by the Together Trust, or as requested by the post-holder's line manager and other senior managers

Key responsibilities

 Be the first point of contact for families and young people seeking support from the SEND MDRS.

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- Provide mediation advice in line with SEND legislation and guidance.
- Take detailed case notes from families.
- Issue mediation certificates.
- Liaise and communicate effectively with all potential attendees and co-ordinate arrangements for SEND MDRS meetings.
- Maintain databases, spreadsheets and information so that management and contractual responsibilities can be reported in line with contractual requirements.
- Work to GDPR requirements at all times.
- Undertake other administrative duties as required to ensure the efficient provision of the service.
- Assist in the development of service specific resources and information as guided by the service manager.

Other responsibilities

- We are committed to safeguarding and promoting the welfare of the vulnerable adults, young people and children who use our services and expect all our staff and volunteers to share that commitment.
- Actively engage with the Together Trust's vision, mission and values.
- Commit to promoting equality, diversity and inclusion.

Additional information

 The post holder will be expected to successfully complete all mandatory training required by the Together Trust and/or the relevant commissioning authority of the service.

Person specification

You will need demonstrate the extent that you have the necessary requirements for this role. Please use examples in your application how you match the criteria in the person specification and your experience of the responsibilities outlined for the role.

| | Essential | Desirable |
|--|--|---|
| Education, qualifications and training | GCSE's (5 A-C's or equivalent including English and Maths). and/or NVQ Level 3. Excellent literacy and numeracy skills. | |
| Experience and skills | Experience of working with families requiring support for their children who have special educational needs. Excellent communication and interpersonal skills. Proficiency in Microsoft Office and other IT systems including databases and spread sheets. Ability to work independently demonstrating initiative and to be proactive. To be an effective and supportive team member. Capability to work in an organised and methodical manner. | Experience of using and implementing a Management Information System. |

Ability to develop and maintain efficient record keeping systems.

Ability to produce accurate records and reports as required.

Ability to communicate with a wide range of audiences, including other employees within the Together Trust, parents, Local Authorities and other professionals.

Ability to identify work priorities and manage own workload to meet deadlines.

Ability to show sensitivity and objectively in dealing with confidential issues.

Ability to problem solve.

Receptive to new ideas, approaches and challenges.

Experience and understanding of SEND legislation and the impact of the Children & Families Act 2014.

Awareness of current and emerging trends and developments in SEND policy, nationally and locally.

Awareness and experience of general data protection regulations.

Knowledge and/or experience of disagreement resolution and mediation in the context of SEND.

Knowledge and understanding

| Other | Willingness to be flexible and adaptable. | |
|-------|---|--|
| | Enthusiastic calm and confident. | |

Applications are welcome from all regardless of age, disability, marriage or civil partnership, pregnancy or maternity, religion or belief, race, sex, sexual orientation, trans status or socio-economic background. We are committed to making reasonable adjustments for disabled people. We positively encourage applications from those with lived experience.