**Volunteer Role: Essex Restorative and Mediation Service Facilitator**

***What is the role?***

Volunteer facilitators will be expected to enable communication between people who have been harmed, and those who are responsible for that harm. The process aims to aid people in finding a resolution, giving people a voice and preventing escalation and reducing the likelihood of reoffending. These interventions can include face-to-face meetings, or indirect communication (such as letters) between parties.

*What types of cases could I work on?*

* Neighbour disputes
* Issues within a community
* Low-level crime and anti-social behaviour
* Serious crimes (additional training is required before working on our most serious and complex cases)

Volunteers will be offered support and guidance throughout the process by a team in the PFCC’s office and partners from the wider team.

Volunteer Facilitators visit victims and perpetrators in their own homes, local towns or criminal justice organisations (probation offices and prisons). (Meeting places will be arranged by the volunteer and participants).

There are also further opportunities to work on different projects and attend external partner meetings.

***Who is in the Essex Restorative and Mediation Team?***

You will work with the Essex Restorative and Mediation Service Co-ordinators who will allocate you cases, but will also report in to the service Manager when appropriate.

**Location:** The Restorative and Mediation Service is based at the Office of the Police, Fire and Crime Commissioner (PFCC) located at Essex County Fire and Rescue Service HQ, Witham. Your work will be carried out across the County in districts that suit you (usually your local area but this can be flexible).

**What do we want from you?**

For the Restorative and Mediation Service to operate successfully, volunteer facilitators will make contact with participants and guide them through the Restorative Justice or Community Justice Panel process.

Specifically, volunteers will be required to carry out the following activities and duties as a facilitator:

* Meet with participants (victims, perpetrators and those involved in neighbour disputes) in the restorative justice process.
* Explain the process to all participants, including what is expected of them and the potential risks involved.
* Liaise with relevant stakeholders, such as offender management and Victim Support, in individual cases to ensure minimal risk and appropriate support for participants.
* Bring victims, offenders and supporters together in the same venue to meet face-to-face
* Monitor outcome agreements and ensure they are completed and updated.
* Debrief and attend supervision meetings with Restorative Justice Coordinator to ensure high and consistent standards are met.
* Complete relevant paperwork and maintain case file information.
* Understand and comply with national and local policies and legislation
* Attend and contribute to meetings and training sessions as required.

**Skills, Values and Abilities**

* To understand and adopt the underpinning values and principles of Restorative Justice
* Good communication skills – written and oral
* Organisational skills
* Good people skills – working with and talking with a diverse range of people.
* Ability to explore and challenge your own beliefs about working with victims and offenders.
* Ability to reflect on the learning and challenges of the role
* Ability to work with others and draw on good practice guidance to keep yourself safe
* Ability to travel as necessary to carry out this work
* Ability to keep accurate and appropriate case notes safely and report back to managers effectively.

**Benefits of the role**

* 4 day facilitator training, designed by Restorative Solutions.
* A rewarding opportunity to help make a positive difference to people’s lives using an approach with a wealth of evidential support. The opportunity to give feedback and input into the continued development of the service.
* Opportunities to attend further training
* A chance to work within the criminal justice arena.
* You will be offered individual and group supervision, and case management assistance.

**Special Requirements**

This is a volunteer post.

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All applicants will undergo interview and training before they are confirmed in post.

Essex Police vetting is a pre-requisite of this role. These check for information about you, held by Police, that is relevant to this role. This ensures that our volunteers and participants remain safe. Volunteers will need to undertake a vetting assessment every 12 months. National Security vetting will be reviewed every 5 years.

Applicants must be able to attend the 4 day Restorative Justice Practitioner training course prior to commencing the role. Dates to be confirmed.

**Time Commitment**

Volunteers should be expected to typically spend up to 18-20 hours on a case. This time may be spread over several weeks, possibly amounting to around 6 hours per week. Hours required relies on number of cases available. Work will be carried out at times to suit the volunteer and participants, therefore some evening and weekend work will probably be required.

Given the nature of the role, and the level of training provided, we ask that you commit to a minimum of 12 months to this role

**Expenses**

Expenses and travel costs will be reimbursed.

This role is open to those aged 18 years and over