

## TRAINEE FAMILY MEDIATOR

### Job Description and Person Specification

<b>JOB DESCRIPTION</b>	
<p><b>AVENUE:</b></p> <p>Avenue is a charity, based in Aberdeen, that provides support to families and individuals across the North East of Scotland, with a focus on relationships, wellbeing and children. We offer a range of services to encourage personal growth, strengthen relationships, promote family wellbeing, support children and enable healthy environments for all. We are working towards a world in which happy, healthy people enjoy harmonious and respectful interactions in all aspects of their lives.</p>	
<p><b>VALUES:</b></p>	<ul style="list-style-type: none"> <li>• Effectiveness</li> <li>• Integrity</li> <li>• Respect</li> <li>• Credibility</li> <li>• Innovation</li> <li>• Independence</li> </ul>
<p><b>AIMS:</b></p>	<p>To train for, and deliver, child-focused family mediation that helps family members to communicate more effectively, and to make their own arrangements for the future, particularly for children.</p> <p>To act as part of Avenue's team, supporting service development in response to the changing environment and the needs of the people who use our services.</p>
<p><b>MAIN DUTIES:</b></p>	<ul style="list-style-type: none"> <li>• To provide impartial, professional family mediation which helps divorcing or separating couples to communicate and manage conflict, and to resolve issues to make arrangements for the future.</li> <li>• To help parents and families to become aware of and put their child(ren)'s needs first.</li> <li>• To ensure that you are, and are seen to be, professional and impartial in all of your engagements with families.</li> </ul>

	<ul style="list-style-type: none"><li>• To engage in Relationships Scotland's Certificate in Family Mediation (Accredited and Registered) training programmes, following all requirements and meeting the needs of the course in a timely manner.</li><li>• To ensure that you keep up-to-date with changes in legislation and best practice regarding parental roles and responsibilities, and the rights of individuals, particularly children.</li><li>• To build positive and constructive working relationships with our partner agencies and organisations, at all times acting in the best interest of the children impacted by our services.</li><li>• To work with other members of the Avenue team to ensure that the services that Avenue offers are, and continue to be, responsive to need in line with organisational developments</li><li>• To build positive working relationships with colleagues within Avenue, and in partner agencies and organisations.</li><li>• To make initial and ongoing assessments of the needs of the people coming to Avenue, and their suitability for the service being offered</li><li>• To maintain accurate and up-to-date case notes on the database in a timely manner according to the standards laid out by Avenue.</li><li>• To work within Avenue's risk assessment frameworks, taking personal responsibility to ensure that all people who use the service do so safely</li><li>• To ensure compliance with Avenue's processes, policies and procedures, in particular Data Protection, Confidentiality, Safeguarding and Child Protection, Equality and Diversity, and Professional Boundaries.</li><li>• To undertake any other reasonable duties, as requested by your line manager.</li></ul>
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<b>PERSON SPECIFICATION</b>	
<b>REQUIRED KNOWLEDGE, EXPERIENCE AND SKILLS</b>	<b>ESSENTIAL / DESIRABLE</b>
Commitment to the completion of Relationships Scotland's Certificate in Family Mediation (Accredited and Registered)	E
Proven ability to establish and maintain effective positive relationships both internally and externally	E
Demonstrable strong listening and communication skills, both written and verbal	E
Demonstrable high levels of self-awareness and a commitment to reflective practice	E
Demonstrable proactive attitude, with an ability to self-motivate	E
High standard of IT literacy, including ability to use Office 365 and Avenue's contact database.	E
Evidence of continuing professional development	E
Experience of ability to manage a varied caseload, and to meet deadlines whilst working under pressure	E
Demonstrable understanding of trauma-informed practice	E
Understanding of the third sector and a desire to make a difference	D
Qualification in a relevant profession (eg Social Work, Social Care, Community Education, Teaching, Law, Counselling, etc)	D