

**RESTORATIVE SERVICE  
COORDINATOR:  
JOB DESCRIPTION**



**Main responsibilities**

In providing our Restorative Justice (RJ) service to victims and offenders, the Coordinator will be required to complete the following activities and duties:

<b>1.</b>	<b>Restorative Coordination</b>
1.1.	Actively promote Calm Mediation's service to existing and potential clients including National Probation Service, Community Rehabilitation, Police, Courts, housing associations, local authorities, local businesses, to the public and others.
1.2.	Actively review the service's direction and priorities and options for future development.
1.3.	Receive and process case referrals in a timely fashion to ensure a high-quality service to referrers and clients.
1.4.	Use agreed methods of obtaining relevant case information, maintaining secure records within the Data Protection Act.
1.5.	Ensure all restorative activities are risk assessed and safeguarding procedures are adhered to.
1.6.	Arrange RJ meetings, including sourcing neutral venues, booking rooms, ordering refreshments, travel, meeting any other needs as required.
1.7.	Answer service user enquiries and offer support following a RJ meeting if required by signposting to appropriate services.
1.8.	Maintain and update case management records and systems online and offline, ensuring that all written and verbal reports are collated, filed securely and are easily retrieved.
1.9.	Create and implement additional documentation and systems to support the service as required.
1.10.	Establish and maintain service accounts with referral agencies.
1.11.	Identify and pursue suitable funding opportunities for the service.
1.12.	Prepare monthly/quarterly/annual reports for referrers/clients, summarising outcomes in accordance with Service Level Agreements.
1.13.	Meet standards required by Restorative Justice Council's quality mark.

<b>2.</b>	<b>Training</b>
2.1	Deliver Calm's four-day RJ training course. Plan and deliver development sessions for volunteer facilitators, plan and deliver awareness sessions for referral agencies, and assist with other courses as required.
2.2	Assist with the marketing of courses to recruit delegates.
2.3	Liaise with course delegates to keep informed and updated.
2.4	Arrange venues, refreshments and other requirements for training courses.

2.5	Provide assessment of delegates practical skills and assess and mark delegates written coursework.
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<b>3.</b>	<b>Volunteer recruitment and support</b>
3.1	Recruit, interview and induct new volunteer facilitators, accompanying them as required to provide initial casework support.
3.2	Allocate cases to volunteer facilitators, manage and support their casework.
3.3	Organise and support volunteers with logistics, such as travel and other expenses.
3.4	Schedule and provide regular case supervision for facilitators.

<b>4</b>	<b>General requirements of the post</b>
4.1	Understand and comply with the code of conduct for facilitators.
4.2	Understand and comply with the statutory and in-house policies, procedures and guidelines.
4.3	Attend training to comply with Calm Mediation standards where necessary.
4.4	Ensure all duties are carried out in a manner which promotes Calm Mediation's equality and diversity policies.
4.5	Attend and contribute to internal and external meetings.
4.6	Monitor and evaluate the processes and outcomes of casework and training sessions to make sure that Calm Mediation standards are adhered to and targets met.
4.7	Participate in supervision and help to identify your own job-related development and training needs.
4.8	Participate in staffing of the office as required in collaboration with other members of staff.
4.9	Undertake any other duties or tasks that may be required by and are relevant to this post.

**RESTORATIVE SERVICE  
COORDINATOR:  
PERSON SPECIFICATION**



**As Restorative Service Coordinator, you will be expected to demonstrate appropriate professional qualities including but not limited to those detailed below.**

**(E – Essential D – Desirable)**

<b>Skills</b>	
Accredited and experienced restorative practitioner who can oversee complex cases and has experience of working in a criminal justice setting.	E
Strong organisational skills.	E
Excellent communication skills, both oral and written. This includes the ability to communicate complex issues effectively, using plain English, through: <ul style="list-style-type: none"> <li>• letter writing</li> <li>• report writing</li> <li>• written presentations and publicity materials</li> <li>• excellent telephone manner</li> <li>• delivering presentations.</li> </ul>	E
Ability to multi-task, including coordinating the allocation and delivery of cases to volunteer facilitators.	E
Ability to work with emotional clients and respond in a professional manner.	E
Ability to work and network with a wide range of stakeholders; statutory, voluntary and private business.	E
Ability to work on your own initiative, to work with minimal supervision and to judge when appropriate to seek advice. To establish and prioritise tasks within your own workload as well as the wider team when necessary.	E
Strong customer service skills.	E
Effective IT skills: ability to use Microsoft Office, Excel, Database and internet.	E
<b>Knowledge and experience</b>	
Experience of supporting and monitoring the work of volunteer facilitators.	E
Experience of maintaining data systems and record keeping.	E
Experience of processing confidential information in accordance with the Data Protection Act.	E
Experience of promoting services to external agencies, either in a sales or communications capacity.	E
Experience of supervising people (staff or volunteers).	E
Experience of organising and delivering training.	D
Experience of working for a Charity, Non-Government or third sector organisation.	D
Experience of fundraising.	D
Experience of Social Media.	D