



Role:	Mediator
Location:	Relate Mid and East Surrey Reigate/Epsom/Home Working (in-person or on-line)
Working hours:	TBA
Reports to:	CEO
Salary:	TBA

About Relate Mid and East Surrey

We aim to change lives in Mid & East Surrey by offering a range of counselling services aiming to support people in times of difficulty and crisis. We offer five core services:

- Relationship counselling
- Young People's counselling
- Individual Adult counselling
- Family counselling
- Sex therapy
- Mediation

Purpose of the role

To work with the centre to deliver mediation to clients. There is a requirement to contribute to and benefit from a structured organisational context designed to provide excellent services for clients in our community.

To remain an effective mediator, the individual will engage in training and development and ongoing supervision.

Accountability

The Mediator is accountable to the Chief Executive.

Job Description

To comply with FMC guidelines and to work within Relate's policies and practice guidelines, including those on equal opportunities & diversity and confidentiality and in every respect to work to maintain the standards and reputation of Relate.

To work as a mediator at dates and times agreed with the centre management and to vary these as reasonably requested. Not to work at times, places or venues unauthorised by centre management.

To participate in the required training and development appropriate to the job role.

To undertake such background reading and additional assignments as deemed necessary to complement the mediation supervision.

To attend individual supervision.

To account for activity as a mediator to the CEO and Supervisors.

To maintain adequate and secure case records and provide information about activity as a mediator, timesheets and other data.

To maintain awareness of Relate policies and procedures and to implement announced changes.

To comply with the complaints, disciplinary and grievance procedures.

To undertake other activities deemed reasonable at the direction of the CEO.

Person Specification

Essential

1. Qualified Mediator in accordance with FMC framework
2. Retain membership of a Family Mediation Member Organisation.
3. A minimum of 50 hours experience as a Mediator
4. The ability to communicate effectively with a wide range of people on the telephone and in-person
5. Ability to work as part of a Practitioner Team, and to support the work of that team
6. General administrative and organisational skills
7. Ability to evaluate services on an ongoing basis
8. Ability to write clear and concise reports.
9. Proficient in the use of a Case Management system and Microsoft Office suite.

10. Willingness to continue own professional development training
11. Commitment to the Common Purpose Statement, the Equal Opportunities Policy, and the Confidentiality Policy of Relate
12. Willing to work at any of the Relate Mid and East Surrey centres.
13. Willing to work flexible hours based on the needs of the charity

Desirable

1. Willing to work evenings and weekends
 2. Ability to promote services.
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