

## **JOB DESCRIPTION AND PERSON SPECIFICATION**

POST TITLE	Trainer & Practitioner
REPORTING TO	Client Relationship Director
RESPONSIBLE FOR	Delivery of training and practice work including sensitive and complex cases
SALARY	£ 28,350 - £30,030
TERM	Permanent
CONTRACT	Full Time

This post requires flexibility and capacity to achieve the overall aims and objectives of the organisation. We achieve this by working with restorative and cooperative principles and values. This includes treating everyone fairly, being open and honest, offering and receiving high support and high challenge, working in partnership, and changing to improve. It is vital that every member of staff understands and models restorative and cooperative values and behaviours.

### **KEY RESPONSIBILITIES**

#### **Operations and delivery**

1. To work closely with colleagues to deliver high-quality training and practice work, both face-to-face and online. This includes liaison with all stakeholders to co-ordinate calendars, arrange team cover, meet and exceed the needs of our customers and service participants in preparation, delivery, and follow-up.
2. Responsible for management of day-to-day practice and training activities and resources, including sensitive and complex cases. This might include but is not limited to domestic abuse, sexual offences, and substance misuse.
3. Work towards the Restorative Justice Council Advanced Practitioner Award to facilitate practice cases.
4. Responsible for recording, monitoring, and evaluation of training and practice activity.

5. Responsible for timely accurate entries to the “Restorativ” Case Management system to Restorative Justice Council standards.
6. Ensuring regular practice supervision is attended and requested as needed, planned in a time- efficient manner with staff, Associates and Volunteers, in collaboration with colleagues, and managers where needed for complex and sensitive work.
7. Deliver on cross- cutting specific projects as directed by line manager in close collaboration with the wider Senior Leadership Team and colleagues as required.
8. Ensure best practices guidelines are followed and disseminated across W.R.A.P., with specific attention to Restorative Justice Council standards and quality marks.
9. Responsible for all aspects of Restorativ Case Management system, including ensuring cases are logged in a timely manner, access rights are assigned to staff based on their roles, and any updates to the system are conducted in a timely manner.
10. Responsible for management of day-to-day practice activities and resources. This includes liaison with the administrator, SLT, practice staff, associates and volunteers to co-ordinate calendars, arrange team cover and meet and exceed the needs of our customers and service participants in preparation, delivery and follow up.

## **Governance**

1. Reporting to your Line Manager on areas of responsibility described above.
2. Collaborating closely with the Client Relationship Director, and Business Director for project operational tasking, and the Chief Executive for strategic matters.

## **Business Development**

1. To contribute to the development of best practices, training and practice resources and materials suitable for diverse client needs.
2. To support team members to design, create, and implement training and practice activities.
3. To support colleagues to review and implement appropriate training and practice processes.
4. To deliver against identified targets and outputs from the Operational Plan, Service Level Agreements and line management delegation.

5. To support the SLT by carrying out appropriate research and analysis including feedback from practice and project reporting information.
6. To support the Chief Executive in ensuring the provision of different models of supervision for staff when necessary, including peer supervision.

## **GENERIC ROLES**

1. To be a role model at all times, modelling restorative approaches.
2. To model cooperative principles by taking initiative as an equal member of the W.R.A.P. community.
3. Taking ownership and responsibility for relationships, collaboration with team and members, decision-making, and business growth.
4. To support the W.R.A.P. Board of Directors and Chief Executive in the successful realisation of their vision, mission, and plans.
5. To represent W.R.A.P. with external agencies as required in the performance of duties or as required by business need and development.
6. To encourage membership of the organisation.
7. To be involved in continually reviewing, evaluating, improving and optimising the effectiveness and efficiency of service delivery.
8. To achieve agreed targets and performance indicators across all areas of responsibility.
9. To adhere to all policies, health and safety, and security measures following statutory and organisation requirements.
10. To actively develop yourself through staff development and training activities and to review your own performance.
11. To be willing to be flexible with office hours, occasionally working outside normal office hours.
12. To be willing to travel to deliver our work, with occasional overnight stays and weekend travel as required (with considerable advanced notice).
13. The postholder will be required to have a clean driver's license and have the use of a car.
14. To undertake any other duties consistent with the key responsibilities and duties of the post, as directed by your Line Manager.

## PERSON SPECIFICATION AND JOB COMPETENCIES

### Experience

Essential	Desirable
Working restoratively	Whole organisation restorative practice
Complex and sensitive restorative case practice and working with trauma	Experience of managing safeguarding procedures
Experience of working in one or more of W.R.A.P.'s five main sectors: <ul style="list-style-type: none"> <li>• Education</li> <li>• Families</li> <li>• Communities</li> <li>• Criminal justice</li> <li>• Business</li> </ul>	One or more of the below: <ul style="list-style-type: none"> <li>Experience in education contexts</li> <li>Experience in criminal or community justice contexts</li> <li>Family/parenting intervention experience</li> <li>Experience and/or qualifications in relevant therapeutic services</li> <li>Experience of working within human resources and/or workplace mediation</li> </ul>
Restorative Trainer/Practitioner trained by an RJC-approved provider	Experience and qualifications in supervision and/ or mentoring Experience and qualifications in workplace mediation
Experienced Trainer/Facilitator/Teacher both face-to-face and online	Teaching or teaching support training qualifications and experience
Experience of partnership working, stakeholder liaison and effective signposting	Experienced practitioner and lead for case work
Working to the Restorative Justice Council quality marks and standards	Working to recognised professional standards in a relevant field
Experience of working with complex and sensitive issues and safeguarding	Domestic abuse work practice and safeguarding practice
Operational project delivery and teamworking	Operational project monitoring responsibility
Experience of being supervised	Experience, relevant training, and ability to supervise others

Experience of working with diverse communities	Training and experience in working consciously with equality, diversity, and inclusion as core values
Confidence and competence in use of digital systems and an interest to keep learning	Competence in working with case management systems

## Qualifications

Essential	Desirable
Relevant restorative and other relevant training and practice qualifications from an RJC-registered provider	Trained restorative trainer and experienced practitioner
Accredited courses in restorative practice	A degree or qualification equivalent to a minimum of level 6 in a relevant subject
Therapeutic/ counselling recognised qualification	Domestic abuse training
Safeguarding training and experience	IT training and qualifications
A relevant training/teaching/facilitation course	Management/ leadership qualifications
Evidence of continual professional development	Evidence of CPD in restorative work
GCSE Maths and English	Equivalent

## Skills/ Attributes

Essential	Desirable
Highly motivated, dynamic and enthusiastic	Innovative and creative
Excellent interpersonal and communication skills	The ability to speak or the willingness to learn Welsh
Restorative values and skills	Experience of modelling restorative principles and values in the workplace as well as with clients
The ability to work flexibly, effectively and meet deadlines	
Establish, develop and maintain effective and restorative working	

relationships	
Ability to set and prioritise own objectives	
Excellent organisational skills	Experience of project management and tasking responsibilities
Ability to work to and report on organisation quality standards to ensure high quality	
Proficient in all key IT packages including Outlook, Excel and Word	Experience of online content development
Strong commitment to a positive culture of continuous improvement	
Ability to lead with and encourage initiative	Management or leadership skills and experience
A good standard of English: spoken, spelling, grammar and punctuation	
Attention to detail	