**RESTORATIVE APPROACHES VETERANS AND FAMILIES SERVICE PRACTITIONER** (**RAVFS)**

|  |  |
| --- | --- |
| TGP Cymru is the leading Wales based charity, which supports and represents vulnerable children, young people and families through a range of projects, training and campaigning. TGP Cymru services are funded by multiple funders and deliver services pan-Wales. |  |
| **TGP Cymru Department:** Family Services | |
| **Responsible to:**  Restorative Approaches Veterans and Families Service Manager | |
| **Location:** Home-Based  NOTE: The role is currently home-based and involves remote working with professionals and families living across Wales, engaging via Teams & Zoom. | |
| **Purpose of role:**  To work with the RAVFS Manager to develop and provide a service for Veterans and their families. | |
| **Accountabilities / Responsibilities:**   * Assist the Team Manager with the development and delivery of a service that utilises Restorative Engagement to help Veterans and their families improve relationships, communication and family functioning * Take responsibility for elements delegated by Team Manager * Accept referrals in line with agreed criteria. * Prepare / Encourage / Support / Enable Veterans and family members and professionals to engage and achieve their desired outcomes using a variety of methodologies including Restorative Approaches, Motivational Interviewing, Conflict Resolution and Family Group Meetings. * Raise awareness, understanding and enthusiasm for the Service’s work, amongst relevant professionals. * Assist the Team Manager to assess the Service’s outputs against the framework of agreed outcomes by the monitoring of activity and the collection of appropriate information including feedback from service users * Comply with TGP Cymru’s policies and procedures to include finance, reporting, data management and safeguarding * Promote equal opportunities and anti-discriminatory practice through the work undertaken within post * Network appropriately with colleagues and the community, including developing awareness of TGP Cymru’s services amongst relevant professionals   Undertake such other duties and responsibilities as may reasonably be required by the Organisation and which are consistent with grade. | |
| **Performance Indicators**   * Responsible for the delivery of key performance indicators and standards of practice. * Quality of service and compliance against statutory, regulatory, organisational and best practice standards and requirements. * Achievement of service and individual objectives and targets. | |
| **Line management responsibility (as of 31/10/19):**  0 | |
| **Budget management responsibility (as of 31/10/19):**  £0 | |
| **Grade:**  MS6 | |
| **Working conditions**  28 hours per week with a flexible approach to the working week that will involve facilitating remote evening sessions to fit around the families being supported.  All family engagement is currently undertaken via remote working, using Teams and Zoom and it is likely to continue for the foreseeable future.  Prior to Covid-19 restrictions, however, the role involved travel to various locations with occasional stay away from home overnight to attend meetings, conferences or training across Wales and the UK.  These aspects of the role will continue to be reviewed periodically. | |
| **Qualifications**  Desirable:   * NVQ/QCF Level 3 or equivalent in Health & Social Care, Community work or related discipline * A professional qualification in social work, youth and community work or related discipline such as Health and Education | |
| **Skills and abilities / competencies**  The post holder will be able to :   * Produce quality results in a service-orientated and timely manner and is committed to deliver agreed outcomes * Work well with colleagues and partners and acknowledge the different ideas, perspectives and backgrounds of others * Work independently as appropriate, planning and organising workload and ensuring effective time management * Communicate effectively with Team Manager, colleagues, other professionals and families to ensure that information and ideas are expressed in a clear, concise and accurate manner; enabling active listening and ensuring information is shared appropriately. * Be open to new approaches and ideas, respond positively to change and adapt quickly to new situations * Seek opportunities for continuous learning and professional growth * Model empathy and trust to families while maintaining professional boundaries | |
| **Knowledge and Experience**  Essential:   * Experience of working directly with children, young people and families in complex situations using a strength based approach * Experience of supporting children and families within the community * Experience of multi-agency working * Awareness of Issues affecting Veterans and their families * Awareness of Restorative practice   Desirable:   * Experience of facilitating/co-facilitating remote group sessions and 1-2-1 sessions * Experience of working with Veterans and their families * Experience of working with families experiencing mental health difficulties * Experience of Restorative practice * Experience of using Teams and/or Zoom | |
| **Other**   * Display TGP Cymru values and behaviours at all times and actively promote them in others * Commitment to equality and diversity * Full driving licence and have access to transport (*In certain circumstances consideration may be given to applicants who as a consequence of a disability are unable to drive.)* * Ability to speak Welsh (desirable) | |