

*"I was massively impressed with the safeguarding and the procedures of the service and I felt incredibly well looked after throughout. My practitioners have been wonderful and they are both very resilient given that what I had experienced was a particularly challenging subject to hear and talk about."*

## Conflict Resolution - Volunteer Practitioner Application Pack

***In the year up to March 2022 the home office reported a 19% rise in racially motivated hate crime, 37% rise in religious hate crime, 41% rise in hate crime related to sexual orientation, 43% increase in disability hate crimes and a 56% rise in transgender identity hate crimes***

**resolve west**  
resolving conflict • repairing harm

**Unit 40  
Easton Business Centre  
Felix Rd, Easton,  
Bristol BS5 0HE  
Tel: 0117 9415379  
resolvewest.org**



*"Resolve West are a really caring and good organization - I would recommend them to anyone having problems with their neighbours."*

## Welcome

Thank you for your interest in becoming a volunteer with Resolve West. This pack will give you further information and we hope it may inspire you to join our team.

We are an independent registered charity, delivering services to support people to resolve conflict and repair harm across Bristol and the surrounding counties since we were established in 1987!

We are looking to increase our number of volunteers, allowing us to continue our existing services and to provide opportunities to diversify. We welcome the additional knowledge and skills you may bring to the organisation.

In the pack you will find:

- Resolve West and our purpose.
- Overview of services
- Role description and responsibilities
- Person specification
- Time commitment
- Equality of opportunity and diversity
- How to make an application

Thank you and best wishes,

Sophie Jansen  
Volunteer Manager

*Your practitioners were supportive kind and helpful throughout an incredibly stressful situation that I have with my neighbour - they did the best they could in trying to help*

## About Resolve West

Resolve West provides free and independent support to people experiencing conflict in neighbourhoods and communities; provides restorative justice working with victims and perpetrators of crime and also supports people experiencing hate and discrimination.

In the past 12 months we have provided support to more than 1200 adults and young people. The support we provide enables people to have a voice, to feel heard, is focused on empowerment, in helping people to help themselves. Our services give people an opportunity to gain greater understanding of the impact of conflict and crime, for those responsible to be given an opportunity to take responsibility, to repair the harm that has been caused and for victims to be able to move forward in their lives from what they have experienced.

Our services, which we have been delivering for over 36 years, are professional, holistic, and person centred, enabling people to feel more confident and safer in their homes, greater community cohesion and improving peoples health and wellbeing.

As an agency, and across our services, we are mindful of the impacts of the past few years on communities, particularly deprived, disadvantaged and vulnerable communities and increased need of support to those managing additional challenges, living with complexities including financial, poor physical and mental health, life changing illnesses, as well as those living with addiction issues, managing loneliness and isolation alongside reductions in support services impacting individuals and families, adults and also young people.

The core services that we run receive some funding from statutory organisations but we continue to work hard to raise funds to continue to be able to provide the vital services that we deliver.

*"Our neighbour would not take part so I met with the practitioners, and it really helped for me to be listened to. It enabled me to get things clear in my own mind and how I should move forward with the situation I felt I had no control over before, thank you so much for giving your time."*

*"I want to say that Resolve West changed my life after nearly a year of not sleeping due to the noise. My neighbour could finally understand how I felt and we are on amicable terms now."*

## Services Overview

**Neighbourhood Conflict Resolution Service:** Neighbour/community conflict resolution services in Bristol, Bath & North East Somerset, South Gloucestershire and North Somerset, working alongside local authority housing teams and housing associations, police, anti-social behaviour teams, other voluntary and statutory agencies. This work is carried out through a range of conflict resolution skills including mediation, shuttle, and single party working (conflict coaching). This service is funded to 2025.

**Hate Crime and Discrimination Service:** We work as part of Bristol Hate Crime and Discrimination Services in collaboration with SARI (Stand against Racism and Inequality), Bristol Mind, Brandon Trust, Off the Record and Bristol Law Centre. Resolve West provides a range of restorative interventions including conflict resolution and RJ to victims of hate, we work with victims and alleged perpetrators of perceived hate, assist with delivery of workshops on low level incidents and also provide coaching to victims and perpetrators of hate crimes. This service is funded to 2025.

**Restorative Justice:** Restorative Approaches Avon & Somerset leads the delivery of RJ across Avon & Somerset working in partnership with the police alongside other agencies within the criminal justice system including Probation, YOT, Prisons etc. and works on low level cases through to post-sentence custodial and non-custodial cases. This service is funded to 2025.

*"The patience of your facilitators helped me to work out what I needed and what I wanted to hear and helped me to understand how I'd feel if I didn't get the answers I wanted."*

**Volunteers:** Whilst we have a small staff team (currently 11) we have more than 60 volunteers across our services who serve on our board and also deliver Conflict Resolution and Restorative Justice. Our volunteers are one of our greatest assets volunteering over 5700 hours per year between them. We provide training, supervision and support to all of our volunteers as they develop their confidence and in their practice.

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# Conflict Resolution - Volunteer Practitioner (trained)

## Role Description and Responsibilities

- Meet with clients individually - virtually and in their homes. Listen, develop strategies moving forward with them and help them to decide on the most appropriate ways forward.
- Work with both parties in a dispute, enable them to have realistic expectations, and help them to communicate their needs to one another and find a mutually acceptable way to resolve their difficulties.
- Manage conflict coaching sessions, joint party mediation meetings or shuttle mediation sessions.
- To operate at all times within 'Good Practice Guidelines', equal opportunities policy and all other Resolve West policies
- Deal with administrative tasks associated with the work and inform caseworkers and case managers of case progress.
- Take note of communications from the office and respond promptly to them.
- Take part in continuous professional and personal development, ie supervision, training etc.
- Be available for undertaking casework - ideally more than one case at a time.
- Working without discrimination with a wide range of clients both virtually and in their homes

## Person Specification

### Essential

- Have undertaken a recognised mediation practitioner training course.
- If trained in civil/commercial/workplace mediation have experience of communities or understand the challenges of working within communities
- Excellent listening skills with the ability to show empathy and work in highly emotional situations.
- To understand the need for and be able to maintain strict confidentiality.
- Be willing and able to work face to face and virtually with clients and fellow practitioners via Zoom across Bristol, and also ideally South Gloucestershire, North Somerset, and BANES.
- Willing to challenge others and offer constructive feedback.
- Be willing to work with those in conflict, whilst remaining neutral and impartial
- Be respectful of others' life experience, life choices and lifestyles.
- Be willing to recognise, challenge and change your own assumptions and prejudice.
- Be willing to work with a diverse range of people.

- Have awareness of own strengths and weaknesses
- Be committed to your own and others learning and development.
- To be able to give and receive constructive comments and feedback to fellow practitioners.
- Be flexible and person centred - willing to adapt to clients' needs.
- Understand written and spoken English and able to communicate clearly in English.
- To be able to manage your own emotions and keep calm when others are upset.
- Be committed to working as part of a team, establishing and maintaining effective working relationships.
- Be willing to be DBS checked.

### **Desirable** (but not essential)

- Access to a car is desirable but not essential as volunteers work in pairs so often travel together. In towns, cycling or bus travel may be possible.
- Undertaken community mediation and conflict coaching training.
- Have experience of volunteering elsewhere.

## **Time Commitment**

We expect volunteers to be able to make a commitment of approx. 96 hours per year. This includes working on 6 cases, attendance at supervision groups (min 3 per year), additional CPD/training course as well as attendance at annual AGM/Away Day etc.

## **Selection Process**

Please complete the application and equalities form and return this to our Volunteer Manager, email address for which is at end of this document. We will then invite you in for an interview prior to you being offered the role of volunteer practitioner and subsequent induction and support.

It is vital that you have the capacity to volunteer approx. 96 hours per annum for a minimum period of 1 year.

Following your induction, you will be paired with one of our experienced mentors on your first case and also have access to our support and supervision structures.

## **Equality of Opportunity and Diversity**

Resolve West fully supports the principle of equality and diversity. We aim to encourage, value and manage diversity and we recognise that talent and potential are distributed across the population.

Not only are there moral and social reasons for promoting equality of opportunity, it is in the best interest of this organisation to recruit and develop the best people for our volunteering opportunities from as wide and diverse communities as possible.

## **How to Make an Application**

For further information or if you have any questions please contact our Volunteer Manager, Sophie Jansen at [sophie@resolvewest.org](mailto:sophie@resolvewest.org) or telephone her on 07398417139

To make an application please complete the attached application and return this alongside the equalities form to **Sophie**.