

"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."

Supporting People in Conflict - 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



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"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
- Selection process (including important dates)
- 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 people's 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.

Supporting People in Conflict - Volunteer Practitioners

Role Description and Responsibilities

- Meet with clients individually - virtually and in their homes or other venues. Listen, develop strategies moving forward with them and help them to decide on the most appropriate ways forward.
- Work with people individually whilst remaining impartial to explore their needs with them and enable them to have realistic expectations, signposting as and when necessary.
- 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, i.e. supervision, training etc.
- Be available for undertaking conflict coaching 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

- Excellent listening skills with the ability to show empathy and work in highly emotional situations.
- Excellent written and verbal communication skills.
- Willing to challenge others and offer constructive feedback, whilst remaining objective.
- Be willing to work with a diverse range of people whilst remaining neutral and impartial.
- The ability to think creatively, whilst remaining objective.
- Be respectful of others' life experience, life choices and lifestyles.
- Be flexible and person centred - willing to adapt to clients' needs.
- Be willing to recognise, challenge and change your own assumptions and prejudice.
- Have awareness of your own strengths and weaknesses
- Being patient whilst remaining objective.
- To understand the need for and be able to maintain strict confidentiality.
- Be committed to your own and others learning and development.
- To be able to give and receive constructive comments and feedback.
- Understand written and spoken English and able to communicate clearly in English
- To be able to recognise and manage your own emotions, recognise those of others and keep calm when others are upset.

- Be willing to recognise, challenge and change your own assumptions and prejudice.
- Have awareness of your own strengths and weaknesses
- Be flexible and person centred - willing to adapt to clients' needs.
- 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.
- Be from a group/community that is currently under-represented in our volunteers including those with protected characteristics, and/or from priority areas of the city: Avonmouth, Lawrence Weston, Filwood, Hartcliffe, Withywood, Henbury, Brentry, Lockleaze, Southmead, Hengrove, Whitchurch Park, Stockwood
- Have experience of volunteering elsewhere.
- Have already received appropriate and relevant training, ie safeguarding, confidentiality etc.

Time Commitment

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

Selection Process

<p>27th March 1pm</p>	<p>Application deadline</p> <p>Please complete the application and equalities form and return this to our Volunteer Manager.</p>	<p>Please email application to sophie@resolvewest.org or post marked confidential to Sophie Jansen, Resolve West, Unit 40, Easton Business Centre, Felix Rd, Bristol BS5 0HE</p>
<p>Tues 16th April 10-2pm</p> <p>Wed 17th April 10-5pm</p> <p>Thurs 18th April 10-3pm</p>	<p>Interviews</p> <p>We will invite you for a 1-hour interview with our Volunteer Manager and Director prior to you being offered the role of volunteer practitioner.</p>	<p>Venues to be confirmed.</p>

<p>Tues 23rd, April Wed 24th April Thurs 25th April</p> <p>All days 10am - 4pm. A light lunch will be provided.</p>	<p>Training Days</p> <p>It is vital that you are able to attend all three training days in full.</p>	<p>Venue</p> <p>Faithspace Community Redcliffe Methodist Church, Prewett Street, Bristol, BS16PB</p>
<p>w/c 29th April</p>	<p>Feedback from training</p> <p>Certificates issued. DBS completed. Allocation of first case</p>	<p>Telephone and online</p>

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 or telephone her on 07398417139