

## **Co-working the restorative process**

### **Summary**

This is about co-working in progressing restorative practice. This relates to cases where the practitioner draws upon colleagues for specialist knowledge, senior levels of experience, ensuring a balanced approach, or supervision and support.

The terms 'person(s) responsible' and 'person(s) harmed' are used. The term 'person(s) responsible' refers to the individual(s) responsible for the incident. The 'person(s) harmed' refers to those harmed or affected similarly by the incident.

There is one element:

Co-working the restorative process

### **Target Group**

This applies to those working with colleagues to progress restorative practice. They may be practitioners demonstrating their collaborative skills, or senior practitioners with a responsibility for supervision and professional development.

## **Co-working the restorative process**

### **In work performance criteria**

- 1 assess the need for co-working with other restorative practitioners able to provide specialist knowledge or competence, determining whether the case is of a sensitive and complex nature that would require a senior practitioner as a co-worker
- 2 establish the correct provision and balance of co-workers as facilitators to match the needs of all concerned in the restorative process
- 3 explain the need for co-working to the participants and ensure their agreement to the process
- 4 use co-working to address power imbalances between participants, and any issues regarding equality, race or culture within restorative processes
- 5 share and review any preparatory work, or assessment, which has been undertaken by each of the co-workers, especially any information relating to risk or to any harm that has been caused.
- 6 identify and agree in advance with your co-workers your respective roles and responsibilities before, during and after communications and meetings with any participants
- 7 agree upon the most effective use of your different practices, skills and

- communication skills
- 8 work sensitively and co-operatively together, and with participants
  - 9 exchange feedback and debrief each other, with relevant assistance from others as necessary
  - 10 determine and agree with your co-workers responsibilities for follow-up tasks associated with the process, including feedback, administration and evaluation
  - 11 maintain accurate and up to date records and reports, including those relating to professional development, in accordance with the requirements of your organisation, maintaining required confidentiality at all times

## **Co-working the restorative process**

### **Knowledge and Understanding**

#### *General/key knowledge relating to restorative practice*

- 1 the legislation and guidelines of good practice which relate to the restorative process being undertaken and the impact of these on your work, including requirements regarding confidentiality
- 2 the nature of and principles underpinning restorative processes, including the purpose and potential benefits of restorative practice
- 3 partner organisations with which you might work in the restorative process, including their principal roles and responsibilities within the process
- 4 the needs of all involved within the restorative process
- 5 the importance of creating a safe environment for participants and of treating all participants with respect, and of avoiding stigmatisation and stereotyping in your dealings with participants
- 6 effective telephone and face to face communication techniques, including:
  - active listening
  - questioning for understanding
  - awareness of and ability to read non-verbal signals
  - summarising and reflecting back
  - giving and receiving feedback
  - challenging constructively and positively
  - enabling participants to make their own choices
- 7 how to judge what information may be given to one participant about another, or to anyone else, given the implications for their emotional and physical safety, and how gaining additional information might be used by the person responsible
- 8 how to recognise the effects on yourself of working upon restorative processes, and how to seek any appropriate supervision and personal support
- 9 your own role and responsibilities, and from whom assistance and advice should be sought where necessary
- 10 the principles of effective equality, diversity and anti-discriminatory practice

- 11 the boundaries of confidentiality, and importance of maintaining appropriate levels of confidentiality, and how to agree and maintain these

*Knowledge relating to co-working the restorative process*

- 12 which cases require the specialist knowledge of co-workers, or which sensitive and complex cases require co-workers with different backgrounds or skills.
- 13 how co-working can enhance the development of good practice, professional development and effective supervision

**Co-working the restorative process**

**Knowledge and Understanding (continued)**

*Knowledge relating to co-working the restorative process (continued)*

- 14 joint approaches to address issues such as power imbalances, gender equality, racial and cultural difference
- 15 techniques for working sensitively and co-operatively with other restorative practice workers
- 16 the necessary administrative and follow-up tasks associated with co-working the restorative process and how to allocate these, including record keeping and joint evaluation

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**Evidence requirements**

To achieve this unit you must provide your assessor with evidence that you have consistently met all of the performance criteria and knowledge and understanding.