

Maura Rose

Objective

To encourage organisations to incorporate conflict management and mediation into their working environments

To support and train individuals from these organisations to ensure the work force has the necessary skill base

Experience

Sept 2012 – August 2014 British Cultural Centre Bulgaria

Freelance English Teacher

- To teach people English from ages 10 – 20 in groups following set program
- Teaching people English on a one to one basis from 3 – 80 years old

2004 – 2005 De Montfort University Russia

Restorative Justice & Mediation Trainer

- Delivered training to two projects in Russia on Mediation Skills
- Assisted in the development of individual project Action Plans on how implement Restorative Justice & Victim Offender Mediation into the the Russ Criminal Justice system

April 2007 – August 2012 Bolton Mediation Bolton MBC

Mediation Team Manager

- Have responsibility to manage the workload of eight projects dealing with all aspects of mediation
- Look at new and emerging areas where mediation could be developed and provide project proposals and grant applications for those areas
- Supervise a team of up to 12 staff
- Maintain a caseload to ensure the skill base and practice is up to the service standard
- Successfully worked on cases across the service including Community, Victim/Offender, Schools, Workplace, Homelessness and Community Cohesion
- Successfully taken over the management of a long established team with little upheaval and no impact on service delivery

2001 – Present Day Self-Employed National

Mediation & Conflict Management Trainer

- Work as a trainer with Adam Greenwood Associates providing advice and training on how mediation can be incorporated into combating Anti Social Behaviour
- Delivered training to Salford Special Education Unit on Non-violent communication
- Provided training and consultancy to South Ribble KEY to enable the service to

provide family mediation between young people in dispute with parents

- Provided training for Trafford Good Neighbour Unit on how to deliver a community mediation scheme
- Provided training to Wigan MBC employees on Community Mediation
- Facilitated on work place mediations across the North-West

2000 – April 2007

Bolton Mediation

Bolton MBC

Deputy Coordinator

- Developed and delivered 2 training programs to train participants in victim/offender mediation, an intensive week long program and a weekly course over 9 days
- Recruited and trained over 90 mediators specifically for victim/offender mediation
- Maintain a team of 35 mediators at any one time for the victim/offender project
- Supervise a staff team of 6
- Facilitated 12 face to face meetings, 18 letters of apology and 26 victim awareness programs
- Delivered 4, 9 day long training programs on Community Mediation
- Deliver training sessions on managing challenging behaviour to Bolton MBC employees
- Successfully bid for a Mediation In Schools Service, mediating between pupils, teachers, governing bodies and non-teaching staff of the school.
- Alongside the Coordinator of Bolton Mediation assisted the growth of the organisation from 4 staff members and 70 volunteer mediators to 10 staff members and 120 volunteer mediators, specifically concentrating on the changing face of the organisation

1999 – 2000

The National Tenants Resource Centre

Nationwide

Capacity Building Organiser

- Supported tenants and residents through a program of empowerment
- Assist tenants and residents to develop and action plan to improve their local area
- Administered a grant fund issued to tenants and residents associations to enable facilitation of action plans
- Worked with the DETR in developing the grants fund and how to make it more accessible to small community groups
- Worked with trainers to ensure their training was accessible to all tenants including getting translators and signers when necessary, and all material is suitable for people who are dyslexic

June 1997 - 1999

Halton Voluntary Action

Runcorn

Volunteers Liaison Worker

- Recruited and placed volunteers who have extra support needs.
- Provided training, consultation and support to Volunteer Coordinators regarding how to ensure the activities are inclusive.
- Provided training on a national level to other Volunteer Bureaus as to how to set up similar projects

April 1998 – Sept 1999

Wigan Youth Service

Wigan

Youth Mediator

- Mediate between groups of young people who gather on street corners and local residents and businesses who feel threatened by their presence

- Encourage local groups to work with young people in allocating funding and planning new services
- Working with young people to build on their conflict management skills so they get listened to and respected.

July 1996 – July 1998 Bully Free Zone Bolton

Board Member

- Responsible for management decisions of a project which delivered peer mediation.
- Involved in the recruitment committee, the good practice committee and the funding committee.

Feb 1996 – June 1997 Bolton Learning Disabilities Service Bolton

Assistant Volunteer Coordinator

- Recruited volunteers to work with people with a learning disability to access a community activity.

Sept 1996 – April 1998 Bolton Mediation Bolton

Volunteer Mediator

- Facilitated 4 face to face meetings and 3 cases using shuttle diplomacy
- Sat on the good practice group

Oct 1994 – Feb 1996 Independent Living Alternatives Hounslow

& The Star Centre

Volunteer Support Worker

- Assisted people with physical disabilities and mental health issues to access their rights

Education

Sept 1984 – June 1989 Thornleigh Salesian College Bolton

- **7 G.C.S.Es at grade C and above**

English Literature – B English Language – C

Maths – C History – C

French – C Drama – C

Home Economics – C

Sept 1989 – June 1991 Bolton Catholic Sixth Form Centre Bolton

- **3 A Levels**

History – C

English Literature – D

Theatre Studies – E

Sept 1991 – June 1994 Bolton Institute of Higher Education Bolton

- **BSc Psychology**

Sept – Nov 1996 Bolton Mediation Bolton

- **Conflict Management and Mediation**

Feb – March 1998 Bully Free Zone Bolton

- **Peer Support Management**

Oct 1997 – June 1998 Bolton Business School Bolton

- **Post Grad Cert In Human Resource Management**

July 2004 – Nov 2004 Mediation UK

- **Competent Mediator Status**

Oct 2005 – April 2007 Birkbeck College

- **MSc Conflict Resolution and Mediation Studies**

Other training includes: Certificate in Youth Work - 1999, NEBS: Introductory Cert in Management - 1999, Non Violent Communication - 2004, Alternatives to Violence – 1993, Train the Trainer - 2003, Book Keeping, Helping People Change, Sign Language - 1997, Basic Health & Safety - 1999, First Aid - 2000 and Welfare Rights - 2002

Interests

Meeting people from all walks of life

Learning about topics new to me

Reading

Empowering others

Walking and swimming Dancing and socialising