

Volunteer Mediator Role Description

ROLE TITLE:	Volunteer Mediator
ORGANISATION:	Medway Mediation
RESPONSIBLE TO:	Mediation Supervisor
PURPOSE OF ROLE:	To help people in conflict and disputes and encourage both parties to start talking to each other using the mediation process.



Role Description:

Medway Mediation requires volunteers for community and neighbour mediation. Mediators will be working with people in dispute, often in challenging and difficult circumstances. No formal qualifications required as full training will be given, with the option to work towards national accreditation. No experience necessary as life experience and a caring attitude is all we require. Candidates will undertake security checks. Volunteers will be reimbursed for reasonable travel expenses. Own transport is desirable, but not essential. Volunteer Mediators would undertake the following:

1. Explain the features, benefits and problems of mediation and the mediation process with parties in dispute.
2. Discuss with individuals seeking mediation the range of options open to them to resolve their issues.
3. Support all parties in exploring issues and expressing their needs and feelings.
4. To remain impartial and develop opportunities for the parties to find their own solutions.
5. To maintain confidentiality of the mediation sessions and service
6. To inform the office of the progress of each case undertaken.
7. To liaise with a supervisor on the direction of cases and action to be taken.
8. Send a summary report to the office within 48 hours of the completed mediation

Volunteer Mediator Person Specification:

Skills and Qualities:

- An interest and understanding of people and ability to respond to other people's feelings and emotions.
- Confident, tenacious and assertive with an ability to be flexible around the demands of the role
- Awareness of your own strengths, weaknesses and prejudices
- Good at building rapport and developing empathy
- Adhere to the standards of Medway Mediation

We will help you to develop the skills needed to become a competent mediator; do you have the qualities we are looking for?