

Job description for Volunteer Mediator

Job Title:

Mediator

Salary:

You will get paid for your travel expenses (40p per mile)

Responsible to:

Chairman of the Board, Ashford Mediation Service

Location

In and around Ashford Borough Council area

Position Purpose

To provide a service of mediation to those in dispute and/or experiencing conflict in the Borough of Ashford.

Position Specification

- To operate at all times within AMS's Good Practice Guidelines, equal opportunities policy and ethical policy framework
- Take responsibility for arranging meetings with parties either directly or through our administrative office.
- Meetings typically take place virtually, using the video conferencing facility within Microsoft Teams. Occasionally, mediation will be face-to-face if circumstances allow it, and visits may be made to clients in locations neutral to the parties.
- Listen to clients, and help them decide on the most appropriate course of action towards a resolution of their situation
- Work with both parties to help them to communicate their needs to each other and find a mutually acceptable way to resolve their difficulties
- Work with parties individually to help them prepare for a meeting or empower them to identify other ways the situation could be improved.
- Manage joint party mediation meetings and shuttle mediation sessions between parties
- Complete appropriate administrative forms relating to cases and inform the office of case progress
- Take note of communications from the office and respond promptly to them
- Take part in support and supervision sessions and at least two additional CPD training sessions per year organised and funded by AMS

Personal Specification

Specification	Essential	Desirable
<u>Education/Qualifications</u>	No specific qualifications required	Educated to a reasonable standard
<u>Experience</u>	No experience needed	
<u>Skills/Abilities</u>	The ability to listen well, paying attention to both words and body language	
	The ability to remain completely neutral and impartial when hearing only one side or conflicting stories	
	Give and receive constructive comments and feedback	
	The ability to manage own emotions and to keep calm when others are upset	
	Maintain confidentiality and understand professional boundaries	
	Able to understand and assess a situation and make appropriate decisions	
	Establish and maintain effective working relationships	
	Understand written and spoken English and able to communicate clearly in English	The ability to understand and to speak other languages would be useful
	The ability to communicate with people professionally in person, and over the phone	
	Can demonstrate empathy – (an insight into how the speaker views or experiences matter)	
	The ability to recognise and changing own assumptions and prejudice	
	Able to work with and for a diverse range of people	
	To be regularly available to meet time commitment required of Ashford Mediation volunteers (approx. 8 hours a month)	
	Easily contactable and willing to respond quickly to messages from office/your co-mediator	
<u>Personal Qualities</u>	Awareness of own strengths and weaknesses	
	Basic self-confidence and a willingness to appropriately challenge others	
	Willing to confront discrimination (race, gender, disability, orientation or age)	
	Reliable and committed- e.g. will always keep appointments	

	Aware of the value of not judging, and to speak and act in a non-judgemental way	
	Respectful of other's life experiences and lifestyles	
	Flexible - willing to change the way one works according to the demands of the situation, open to examining personal outlook and adapting	
	Demonstrates initiative, and is able to work well in a team	

NB When face-to-face meetings are required, mediators must be able to get themselves to various locations around Ashford to visit clients.

About AMS

In 1997 Ashford Mediation Service was established to promote, for the public benefit and for the better preservation of public order, the provision of a mediation service area covered by Ashford Borough Council. We work with individuals, organisations, authorities or groups involved in or likely to become involved in, dispute or conflict which results from or may lead to acts of nuisance, vandalism, racial abuse, unlawful activity, breach of the peace or breakdown of public order and to advance the education of the public.

Our trained volunteer mediators act as peacemakers, helping members of the community to reach a mutually acceptable solution to their problems. Our aim is to help people to live in harmony together in peaceful communities. As a provider of services on community mediation AMS is committed to making communities safer by promoting and developing the provision of alternative methods of dispute resolution.

AMS also increasingly works with families with issues such as intergenerational disputes and family breakdown, and with separated parents seeking to establish mutually suitable child access arrangements that best suit the interests of the child and without needing to refer the issue for decision by the Family Courts.