

Job description for Volunteer Mediator

Overall purpose

To provide a service of mediation/conflict coaching to those affected by conflict or discrimination living in Bristol.

Accountability

To the management committee of BM through the Director

Key tasks

- To operate at all times within BM's Good Practice Guidelines, equal opportunities policy and ethical policy framework
- Visit clients in their homes, listen to them and help them decide on the most appropriate course of action
- Work with both parties to help them to communicate their needs to one another 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 neighbours
- Deal with administrative tasks associated with the work 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 and additional training sessions
- To act as a community champion to help promote our work within your community

Person Specification for a Mediator

Qualities

- aware of own strengths and weaknesses
- basic self-confidence and willing to challenge others
- Willing to confront discrimination (race, gender, disability, orientation or age)
- Reliable and committed- e.g. Will always keep appointments
- See the value of not judging, and to speak and act in a non-judgemental way
- respectful of others' life experiences and life styles
- flexible - willing to change the way you work according to the demands of the situation, open to examining your outlook and adapting
- Can show initiative and is able to work well in a team

Skills

Able to:

- listen well, paying attention to both words and body language
- remain completely neutral and impartial when you have heard only one side or conflicting stories
- give and receive constructive comments and feedback
- manage your own emotions and keep calm when others are upset
- maintain confidentiality and understand professional boundaries
- able to understand a situation and make appropriate decisions
- establish and maintain effective working relationships
- understand written and spoken English and able to communicate clearly in English
- communicate with people you don't know, in person, and over the phone
- show empathy - an insight into how the speaker sees things

Experience of

- recognising and changing your own assumptions and prejudice
- a diverse range of people

Availability

- able to travel around Bristol to see clients
- be regularly available to meet time commitment required of Bristol Mediation volunteers (approx. 8 hours a month)
- easily contactable and willing to respond quickly to messages from office/your co-mediator