

## **Job Description**

### **Community Mediator: Hillingdon Community Mediation**

- The Mediator will work together with a Co-mediator in response to requests from clients in dispute to have mediation to try to resolve the dispute.
- The Mediator will report to the Mediation Service staff

#### ***Key Tasks:***

1. Visiting clients in their homes, listening to them and helping them to decide on the most appropriate course of action.
2. Liaison with the service staff to ensure that responses to client requests are quick, efficient and carefully monitored.
3. Visiting both parties to a dispute and working to help them communicate their needs to one another, and find a fair and reasonable way to resolve their difficulties.
4. Helping parties to generate constructive alternative options in dealing with their dispute when a face-to-face meeting is not possible or not requested.
5. Facilitating face-to-face mediation sessions between clients when requested.
6. Keeping records of cases and dealing with other administrative tasks as required by Hillingdon Community Mediation.
7. Attending initial training course and regular ongoing training and volunteer support sessions.
8. Abiding by practice standards as defined by Hillingdon Community Mediation, in conjunction with Mediation UK's Practice Standards for Mediators
9. Being available to work on cases for up to approximately 4 hours during any one week

#### ***Commitments required of Mediators***

1. That they can be available to act as a volunteer Community Mediator for a minimum of 2 years
2. That they will take up a minimum of 8 cases per year
3. That they will attend a minimum of 4 monthly Volunteer Support sessions or Themed Training sessions per year

***Provided the above commitments are adhered to, the Director of Hillingdon Community Mediation would be able to provide references regarding a mediator's competence and ability for any other employer or voluntary organisation as requested by the mediator.***