

Person Specification : Community Mediator

Listed below are the essential specific requirements associated with being a Neighbour Mediator for Hillingdon Community Mediation

Area and abilities	How assessed/developed
Communication Skills <ul style="list-style-type: none"> The ability to listen actively and communicate effectively with a wide variety of people The ability to present information and ideas clearly 	Training and Role-play assessment Training and Role-play assessment
Impartiality <ul style="list-style-type: none"> The ability not to take sides, nor let personal feelings about a dispute, or clients affect work with them The ability to acknowledge own biases, prejudices or feelings where these could affect work with clients 	Training and Role-play assessment Training and Role-play assessment
Fairness and Practicality <ul style="list-style-type: none"> The ability to help people develop and achieve mutually acceptable, realistic and fair resolutions of their dispute. 	Training and Role-play assessment
Creating Trust <ul style="list-style-type: none"> The ability to reassure people that their thoughts and feelings are valid, and that they will be given the opportunity to come to their own resolutions of their dispute rather than have a solution imposed on them. 	Training and Role-play assessment
Creativity <ul style="list-style-type: none"> The ability to encourage creativity in clients through questioning skills. 	Training and Role-play assessment
Equality of Opportunity <ul style="list-style-type: none"> An understanding of and / or willingness to learn about principles of equality of opportunity. 	Training and Role-play assessment
Self - awareness <ul style="list-style-type: none"> The ability to understand how different situations and people affect us personally, to work through our assumptions and prejudices, and not dismiss ideas, behaviour or values which are different to our own. 	Training and Role-play assessment
Detachment <ul style="list-style-type: none"> Awareness of the difference between helping disputants to resolve their dispute by themselves and trying to solve the dispute for them. 	Training and Role-play assessment

<p>Openness</p> <ul style="list-style-type: none"> The willingness to review our own practice and acknowledge mistakes and treat them as learning opportunities. 	<p>Training and Role-play assessment</p>
<p>Optimism</p> <ul style="list-style-type: none"> The capacity to remain positive and communicate this to clients while remaining aware of their expectations and fears. 	<p>Training and Role-play assessment</p>
<p>Patience</p> <ul style="list-style-type: none"> The willingness to work on problems and issues which may have become entrenched and to remain flexible, optimistic and supportive in the face of these. 	<p>Training and Role-play assessment</p>
<p>Professionalism</p> <ul style="list-style-type: none"> The ability to take work seriously, to be prepared, punctual and respectful to clients at all times. The ability to efficiently undertake case recording and monitoring The ability to work co-operatively with a co-mediator on cases and with mediation service staff Awareness of the importance of keeping the mediation service office staff informed of developments in cases Available to attend regular Volunteer support and Themed training sessions and to be committed to own development as a mediator. 	<p>Training and Role-play assessment</p> <p>Training and Role-play assessment</p> <p>Training and Role-play assessment</p> <p>Training and Role-play assessment</p> <p>Training and Role-play assessment</p>
<p>Confidentiality</p> <ul style="list-style-type: none"> The ability to maintain confidentiality about information disclosed during involvement in a case and to ensure that any case notes are kept securely or destroyed when necessary. The willingness to inform the mediation service of any personal or professional concerns that would cause a conflict of interests or otherwise affect your ability to adhere to the mediation service's Confidentiality and Impartiality Policy 	<p>Training and Role-play assessment</p> <p>Training and Role-play assessment</p>
<p>Experience</p> <ul style="list-style-type: none"> Understanding of living and / or working in a multi-cultural area such as London Borough of Hillingdon 	<p>Training and Role-play assessment</p>

There are no formal qualifications required to become a mediator and the course is effectively self-selecting. By the end of the 6 day course, participants are usually fairly clear about whether they agree with and can adopt the approach needed to resolve disputes through mediation. However, this will be confirmed during a Post Training Discussion with the Director or Case Managers once the course is completed.