# Role Profile

A mediator is expected to work as part of a team, responding to requests for mediation within *the organisation*.

*The core tasks are to:*

Meet with parties in 1-1 sessions in order to identify issues, interests and needs

Build a relationship of trust and rapport

Encourage both/all parties to meet together in a joint meeting to resolve their conflict and rebuild relationships

*During the joint meeting you would be expected to:*

Create and manage a constructive environment

Ensure that everyone has equal opportunities to communicate

Facilitate the conversation to create maximum opportunities for parties to build understanding, and re build trust

Help people make their own decisions

Remain neutral by avoiding offering suggestions and solutions, or judging parties

*In order to manage your work effectively, mediators would be expected to:*

Receive requests for mediation and manage contact with parties speedily and professionally

Assess the feasibility of continuing to mediate

Decide and advise on the best way to continue mediating; or other action

Arrange a date for a joint mediation if required

Liaise with the organisation to find suitable venues for meetings

Complete monitoring and case administration in a timely and efficient manner

*For ongoing development all mediators are expected to:*

Be committed to maintaining a high standard of professional mediation practice

Receiving ongoing support and training

Work as part of team

## Mediator Person Specification

You will receive training to help you develop your skills and perform your role as a mediator. You may well be a suitable candidate if you are:

A good listener: prepared to be patient, attentive and understanding of others

Able to be non-judgemental: not getting drawn in; offering your opinion or criticising even when you might have thought or behaved differently from the parties

Open-minded: able to respond constructively to a wide variety of people, of ideas and different ways of thinking

Capable of staying calm: responding positively and fairly to difficult behaviour, staying focused and unfazed, thinking creatively under pressure

Positive under pressure: able to manage other people’s upset, frustration and aggression in a constructive way

Good at getting the best out of other people: a good communicator, able to encourage, prompt and be persistent when necessary

Aware of issues associated with diversity and equality: having and showing understanding of prejudice and discrimination, harassment and bullying

Able to maintain confidentiality: being prepared to work without disclosing details of cases, issues or behaviour before, during or after contact with clients, and able to resist pressure for inappropriate disclosure from individuals or groups within your organisation

Professional: able to work in an organised way, keeping potential users of the service informed, and managing the small amount of administration which will be required

Trust: able to build trust by involving others in deciding what needs to be done.