

Volunteer Role Description

About Us

Mediation Plus is a charitable organisation (1202295) providing conflict resolution services throughout Sussex (excluding Brighton). Inter-generational (IG) mediation (Time 2 Talk) is just one of our project areas. The Time 2 Talk scheme helps young people and their parents/carers to talk and listen to each other, and work towards better communication and understanding.

Summary

We are looking for individuals who are interested in becoming trained volunteer IG mediators in East Sussex. Your role, following training, will be to support families in conflict through the process of mediation, empowering them to find their own resolutions. All your training and volunteering is based on an impartial, non-judgemental, confidential, and non-directive approach.

Main duties and responsibilities

- To co-ordinate case meetings with individual parties and joint meetings.
- To attend case meetings, listening impartially, without judgement or bias.
- To take accurate notes during case meetings and provide updates to the mediation office
- To make a commitment to our policies around safeguarding, confidentiality and equality and diversity.
- To plan mediation sessions and debrief fully with your co-mediator after.

Requirements

- Experience of working in the community and / or with families and children. Experience of, or interest in, working with young people who are experiencing mental health issues and/or autism/ ADHD is an advantage.
- An interest in conflict resolution.
- Flexibility with availability for cases (most cases take place after school).
- Developed communication skills.
- To be reliable and punctual when attending cases.

- To live within East Sussex.
- To have access to your own transport.
- To work as a team with your assigned mediation partner.
- To be available for training and volunteer meetings throughout the year.
- To attend case supervision.
- To be able to take notes during case meetings and to email these to the caseworker in a timely manner (basic computer skills).
- Willingness to accept feedback while developing mediation skills.
- Completion of a DBS Check – we can arrange this.

Time commitment for Time 2 Talk

It is hard to put an exact figure on a time commitment as hours are not regular. Most sessions, including planning and debriefing, will take about 3-4 hours. Sessions might be 2-3 weeks apart. Contact with families may span over several weeks or months. Reasonable flexibility across the week is essential. We would ask that, ideally, mediators work on a couple of cases concurrently.

Training

You will need to complete our Level 3 Mediation Skills Course. This course runs for 5 days, and you will have the option to submit a small portfolio within 12 months of the course date. Mediation Plus is an OCN-accredited training centre. We provide free training places to new volunteers, providing they can commit to volunteering for a minimum of 18 months and we charge external learners who attend the course. After the training you will be able to work on cases alongside our experienced mediators.

What Mediation Plus can offer you

- The opportunity to make a real difference to people's quality of life through dispute resolution.
- Transferrable skills and experience in mediation to support your career
- Ongoing office support
- Access to case supervision
- Social opportunities to meet other volunteer mediators
- Being part of a team committed to improving the lives of YP and their families