

Mediation Plus Volunteer Role Description

About Mediation Plus

Mediation Plus is a charitable organisation (1202295). In July 2023 Hastings & Rother Mediation and Mediation+ (Eastbourne & Wealden) merged to form Mediation Plus. In April 2024 we expanded our neighbourhood mediation services into West Sussex following the closure of West Sussex Mediation.

Summary

We are looking for individuals who are interested in becoming trained volunteer mediators in Sussex. Your role following training will be to support parties in conflict through the process of mediation, listening to each parties' issues and guiding parties towards a resolution. This can potentially include joint or shuttle meetings with both parties. Mediators work in pairs and must remain non-judgemental, impartial and be able to adhere to our confidentiality policies.

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.

Requirements

- To be available to support a minimum of six mediation cases per year.
- To be reliable and punctual when attending cases
- To live within Sussex
- 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 ICT skills)
- Strong communication skills

- Willingness to accept feedback while developing mediation skills
- An interest in conflict resolution
- Experience of working in the community and / or with children (not essential)
- Completion of a DBS Police Check
- Access to your own transport is helpful

Training

We expect all volunteers to complete initial training before taking part in mediation. Once these are complete you will be able to work on cases alongside our experienced mediators. Training includes (but is not limited to):

- Safeguarding
- Equality and diversity
- Effective communication

Trained Neighbourhood Mediators: To become a trained mediator, you will need to complete our Level 3 Mediation Skills Course. This course runs for 4-6 days, and you will be offered the opportunity to submit a small portfolio within 12 months of the course date, should you wish to gain the qualification. Mediation Plus is an OCN accredited training centre and we are currently providing free training places to new volunteers, providing they can commit to volunteering for a minimum of 2 years. External learners can attend the course for a fee.

Trained Intergenerational Mediators: To work on intergenerational cases, we require trained volunteers to complete an additional 1 to 2-day course specifically around this area of work.

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