

MEDIATION COORDINATOR: JOB DESCRIPTION



Main responsibilities

The Mediation Coordinator will have the following responsibilities and be required to complete the activities and duties detailed below.

1.	Mediation coordination
1.1.	Actively promote Calm Mediation service to potential and existing clients including housing associations, local authorities, local businesses and to the public.
1.2.	Receive and process case referrals.
1.3.	Use agreed methods of obtaining relevant case information, maintain secure records within the Data Protection Act.
1.4.	Ensure all mediation activities are risk assessed and safeguarding procedures are adhered to.
1.5.	Arrange mediation meetings, including access to neutral venues; booking rooms and arranging refreshments (where relevant).
1.6.	Good customer service skills; answer service user enquiries and offer support following a mediation if required by signposting to appropriate services.
1.7.	Ensure all written and verbal reports are collated and filed securely (and for easy retrieval).
1.8.	Maintain and update case management records and systems online and offline.
1.9.	Establish and create appropriate documentation and systems to support the service where required.
1.10.	Responsible for the development and maintenance of service accounts with referral agencies.
1.11.	Identify and pursue suitable funding opportunities for the service.
1.12.	Prepare quarterly reports for accounts, summarising outcomes in accordance with Service Level Agreements.

2.	Training
2.1	Provide co-facilitation for the six-day mediation training course, plan and deliver development sessions for mediators, plan and deliver awareness sessions for referral agencies and assist with other courses as required.
2.2	Recruit training delegates.
2.3	Assist with the marketing of courses.
2.4	Liaise with delegates to arrange availability, venues, refreshments and other requirements for training.

3.	Volunteer recruitment and support
3.1	Recruit and interview volunteers.
3.2	Accompany volunteers where required on casework to induct them in Calm processes.
3.3	Allocate cases to volunteer mediators and manage their casework.

3.4	Organise and support volunteers with logistics, such as travel and other expenses.
3.5	Provide case supervision for mediators.

4	General requirements of the post
4.1	Understand and comply with the code of conduct for mediators.
4.2	Understand and comply with the statutory and in-house policies, procedures and guidelines.
4.3	Attend training to comply with Calm Mediation standards where necessary.
4.4	Ensure all duties are carried out in a manner which promotes Calm Mediation's equality and diversity policies.
4.5	Attend and contribute to internal and external meetings.
4.6	Monitor and evaluate the processes and outcomes of casework and training sessions to make sure that Calm Mediation standards are adhered to and targets met.
4.7	To participate in supervision and help to identify your own job related development and training needs.
4.8	Undertake any other duties or tasks that may be required by and are relevant to this post.

**MEDIATION COORDINATOR:
PERSON SPECIFICATION**



As Mediation Coordinator, you will be expected to demonstrate appropriate professional qualities including but not limited to those detailed below.

(E – Essential D – Desirable)

Skills	
Trained or accredited mediator experienced in mediation practice and methodologies.	E
Strong organisational skills.	E
Excellent communication skills, both oral and written. This includes the ability to communicate complex issues effectively, using plain English and the following - <ul style="list-style-type: none"> • letter writing • good telephone manner • preparation for meetings • presentations • report writing • prepare publicity materials • prepare press releases. 	E
Ability to multi-task, including coordinating the allocation and delivery of cases to volunteers.	E
Ability to work with emotional clients and respond in a professional manner.	E
Working and networking with a wide range of stakeholders; statutory, voluntary and private business.	E
Ability to work on your own initiative, to work with minimal supervision and to judge when appropriate to seek advice. To establish and prioritise tasks within your own workload as well as the wider team when necessary.	E
Strong customer skills focus.	E
Effective IT skills, ability to use Microsoft Office, Excel, internet, websites, social media and working with a server.	E
Knowledge and experience	
A proven ability to support and monitor the work of volunteer mediators.	E
Experience of maintaining systems and record keeping.	E
Experience of processing confidential information in accordance with the Data Protection Act.	E
Experience of promoting services to external agencies, either in a sales or communications capacity.	E
Experience of supervising people (staff or volunteers).	E
Experience of organising and delivering training.	D
Experience of working for a Charity, Non-Government Organisation or third sector.	D
Experience of fundraising.	D