

# **MEDIATION HERTFORDSHIRE**

## **COMMUNITY MEDIATOR-ROLE DESCRIPTION**

Mediators work as volunteers with people in dispute. This involves offering the parties to a dispute the opportunity to use mediation, giving each party an equal opportunity to express their views. This assists both parties to address the problems between them in order to improve matters in the future.

### **Mediator Responsibilities**

Mediators are expected to:

Be available to take at least five cases in any one year.

Work with a co-mediator on cases, which includes;

- Following the service's practice standards when dealing with cases
- Reading any relevant paperwork
- Attending meetings with the parties
- Holding a pre-meeting with the co-mediator to discuss the case
- Evaluating the mediation with the co-mediator
- Undertaking any follow-up administration with regard to the case
- Maintain confidentiality about cases
- Attend regular supervision sessions and team meetings
- Attend training events provided
- Provide any general feedback to the Service Manager when requested.

### **The Service's Responsibilities**

The Service will provide to a mediator:

- All reasonable travel and out of pocket expenses associated with cases and training, at 40p per mile.
- Initial training as a community mediator.
- Annual training covering topics agreed by the service and mediation team.
- Emergency supervision, as required.
- Insurance
- A listening ear.