

Job description for Volunteer Conflict Resolution Practitioner

Overall purpose

To provide a service of conflict resolution to people in dispute living in Newport and surrounding areas. As a volunteer you would be providing a valuable service to those in the community and helping us at Newport Mediation to continue to provide ongoing conflict support service that we have provided since 1998.

Accountability

To the Board of Trustees

Key tasks

- To always operate within Newport Mediation Volunteer Practice Guidelines, equal opportunities policy and ethical policy framework.
- Visit clients in their homes, listen to them and help them decide on the most appropriate course of action.
- Work with both parties in a dispute, help them to communicate their needs to one another and find a mutually acceptable way to resolve their difficulties.
- Manage joint party mediation meetings or shuttle mediation sessions.
- Deal with administrative tasks associated with the work and inform the office of case progress.
- Take note of communications from the office and respond promptly to them.
- Take part in support, supervision and training sessions.

Person Specification for A Conflict Resolution Practitioner

Qualities

- aware of own strengths and weaknesses
- self confidence
- open to adapting your work approach and re-evaluating your perspective
- well-organized, such as scheduling and adhering to appointments
- willing to challenge others
- see the value of not judging, and to speak and act in a non-judgemental way
- respectful of others' life experience and lifestyles
- willing to confront discrimination
- flexible - willing to change the way you work according to the demands of the situation
- committed to own and others' learning
- committed to working as part of a team
- committed and willing to 'hold' a case and to seeing a job through

Skills - ability to:

- Actively listen by focusing on both spoken words and body language.
- Stay completely neutral and unbiased when you have only heard one side or conflicting accounts.
- Understand both written and spoken English and communicate clearly in English.
- Provide and accept constructive feedback.
- Manage your emotions and remain calm when others are upset.
- Always maintain confidentiality.
- Assess situations accurately and make appropriate decisions.
- Build and sustain effective working relationships.
- Relay information clearly, accurately, and effectively.
- Read and interpret information and keep accurate records.
- Communicate effectively with unfamiliar people, both in person and over the phone.
- Demonstrate empathy by understanding the speaker's perspective.

Experience of

- Recognising and changing your own assumptions and prejudice.
- Maintaining confidentiality.
- Working with a diverse range of people.

Availability

- To be able to travel around Newport and surrounding areas to see participants.
- To regularly be available to meet time commitment required of Newport Mediation's volunteer program as per volunteer agreement, on average 6 hours per month.
- To be easily contactable and willing to respond within one working day to messages from office/your co-practitioner.

ABOUT NEWPORT MEDIATION

Training – We aim to provide mediation training courses throughout the year. These are currently free of charge to people who volunteer with us for a minimum of 2 years. We also occasionally run these courses on a fee basis for those that wish to train but are not able to volunteer with us.

Newport Mediation is operated by 2 paid members of staff, and a board of Trustees.

The charity was founded in 1998 and has continued to thrive within the South Wales Communities for those who need our service.

Our service is in demand, and we rely on volunteers to help us to deliver it.

Become part of our team and gain invaluable transferrable skills for any workplace.