Thank you for your enquiry regarding the role of volunteer mediator with Smile Mediation. Please see below the following documents:

Application form

Role description and person specification

Outline of the course

Equal opportunities monitoring form

Sample volunteer agreement

**The deadline for completed applications either by e mail or post is Friday 6th March 2020.**

The **course starts on Tuesday 21st April 2020** from **9.15am** to **4.30pm** and runs for three weeks. The training will be held at The Blackley Centre, Prospect View, Blackley, Elland, West Yorkshire, HX5 0TD with refreshments and lunch provided.

The full course dates are: Tuesdays and Wednesdays 21st, 22nd, 28th, 29th April and Friday 5th and 6th May 2020

You must be able to attend all the six course dates in order to complete the mediation skills training.

There is no cost for the training course but you must be willing to commit to the requirements set out in the volunteer agreement for at least one year following your training.

As places are limited, there will be a short-listing process and applicants who meet our requirements will be contacted for a short telephone discussion.

I look forward to receiving your application and do not hesitate to contact me if you have any questions about Smile the training.

Kind regards,

Angela Bryan

Volunteer Co-ordinator

**Volunteer Mediator Application Form**

1. **Personal Information**

|  |  |  |
| --- | --- | --- |
| Title: Mr/Mrs/Miss/Ms/Other | First name: | Surname: |
| Address: | Postcode: |

1. **Contact Details**

|  |  |
| --- | --- |
| Tel No Home: | Tel No Work: |
| Tel No Mobile | Email: |
| Next of Kin | Contact No: |

1. **Car Details**

Do you have a full driving licence? Yes/No (delete as appropriate)

Do you have access to a vehicle? Yes/No (delete as appropriate)

1. **Availability**

Smile Mediation is a reactive service which means that appointments are arranged at short notice and you will be required to submit your availability for each month. Please indicate your general availability based on your current circumstances.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Monday | Tuesday | Wednesday | Thursday | Friday |
| Morning |  |  |  |  |  |
| Afternoon |  |  |  |  |  |
| Evening |  |  |  |  |  |

**5. Voluntary Work/Experience**

Please describe your experience in the voluntary sector (if any):

|  |
| --- |
|  |

**6. Employment History**

|  |  |  |  |
| --- | --- | --- | --- |
| Employed |  | Unemployed |  |
| Retired |  | Student/Full-time Education |  |

|  |
| --- |
| **If employed please give details of your role and main duties and responsibilities:** |

**7. Training & Qualifications**

|  |
| --- |
| Please list any academic qualifications or training you have undertaken, e.g. Coaching, Counselling: |

**8. Language skills**

|  |
| --- |
| Please indicate if you are able to speak any other language, including sign language: |

**9. Experience and skills**

|  |
| --- |
| Please state any experience which is relevant to your application and you may find it helpful to describe how you meet the requirements of the person specification:In addition please say:**Why do you want to become a volunteer Mediator with Smile?** **What skills and qualities do you possess that you believe will assist you in the role of a mediator?****State any other relevant information to support your application to become a volunteer mediator** |

**10. DBS Disclosure**

You will be required to complete a enhanced DBS (Disclosure & Barring Service) form. Therefore as a prospective volunteer with Smile you must disclose all convictions, including ‘spent’ convictions.

This information will be held in the strictest confidence. Please provide details below if applicable.

|  |
| --- |
|  |

**11. References**

Please give details of two persons (not related to you) who have known you for at least 2 years who may be contacted for references. Referees will be followed up as part of the recruitment process.

**Reference 1**

|  |  |
| --- | --- |
| Name |  |
| Address |  |
| Postcode |  |
| Contact No: |  |
| e-mail address: |  |

**Reference 2**

|  |  |
| --- | --- |
| Name |  |
| Address |  |
| Postcode |  |
| Contact No: |  |
| e-mail address: |  |

**12. Statement**

**I agree to my personal details being passed to the Disclosure & Barring Service to conduct a check for convictions and for the result of this check to be disclosed to Smile in confidence. I will complete in full and return the DBS form provided for this purpose when required to do so by Smile.**

**Signed…………………………………………………………………………………………………………**

**Volunteer Mediator Role Description**

**ROLE TITLE: Volunteer Mediator**

**ORGANISATION: Smile Mediation Ltd.**

**RESPONSIBLE TO: Volunteer Co-ordinator**

**PURPOSE OF ROLE: Using the mediation process to help people in conflict and disputes.**

**Facilitating a conversation so that people can start talking to each other again.**

**Through mediation, modeling good communication and listening skills.**

**Role Description:**

1. Explain the features and benefits of mediation and the mediation process with parties in dispute
2. Discuss with individuals seeking mediation the range of options open to them to resolve their issues, including assessing the suitability of mediation
3. Gain the commitment of the parties to enter into the mediation process and agree the terms of reference
4. Support all parties in exploring issues and expressing their needs and feelings
5. To remain impartial and non-judgmental to create opportunities for the parties to find their own solutions
6. To maintain confidentiality of the mediation sessions and Service
7. To inform the office of the progress of each case undertaken, including copies of verbal/written agreements reached and case studies
8. To liaise with the Co-ordinator on the direction of cases and action to be taken
9. Process all associated paperwork and return to the office within 48 hours of the completed mediation
10. Take personal responsibility for continuing professional development (CPD) in line with the minimum standards of Smile Mediation and the College of Mediators

**Volunteer Mediator Person Specification**

**Skills and Qualities:**

* An interest and understanding of people and ability to respond to other people’s feelings and emotions
* Confident, tenacious and assertive and an ability to be flexible to suit the needs of the mediation process
* Self-aware: aware of your own strengths, weaknesses and prejudices
* Good at building rapport and developing empathy between people
* Prepared to commit to the standards of Smile Mediation
* A willingness to achieve continuous professional development (CPD) as a mediator

**We will help you to develop the skills needed to become a competent mediator; do you have the qualities we are looking for?**

**Skills:**

* Active listening
* Communication
* Questioning
* Observing
* Summarising
* Reflecting
* Influencing
* Building Rapport
* Assertiveness
* Tenacity
* Written communication
* Facilitation
* Problem solving
* Planning
* Time management
* Negotiation
* Self Awareness
* Team working

**Qualities:**

* Empathy
* Approachable
* Impartial
* Non-Judgmental
* Fair
* Professional
* Honest
* Creative
* Credible
* Flexible
* Integrity
* Reliable
* Adaptable
* Calm
* Diligent
* Focused
* Inventive
* Authentic

**Community Mediation Skills – Overview of Training Course**

**Conflict Theory and Interpersonal Communication within the Mediation Process**

Introduction to the training course; learning about conflict, considering different conflict management styles; learning about and developing healthy communication and active listening; considering helpful and unhelpful behaviour in building rapport.

**Initial Meeting with Clients**

Learning the skills and abilities needed to shape and facilitate initial meetings with clients; considering ways of encouraging people to mediation and how to enable clients to determine what use they will make of mediation; familiarisation with the mediation process, its role, limitations and unique strengths; considering ourselves as mediators, consideration of issues of perception, partiality and prejudice, acting impartially. Skills practice.

**Mediation Sessions between Parties (Joint Party Mediation)**

Purpose and structure of joint party meetings; overview and demonstration of process; mediator’s opening statements; uninterrupted time; learning about advantages and limitations of working with co-mediators

Managing the structure and flow of joint party meetings; issue identification and defining mediable and non-mediable issues; maintaining objectivity; enabling people to find own solutions and come to agreement; writing agreements; skills practice.

Extended skills practice of the whole process: first and second party visits and joint mediation (some assessment).

**Assessment**

* Completion of exercises (optional) - to help learning but will not be ‘marked’.
* Case study must be completed – it is an imaginative exercise and must demonstrate understanding of all aspects of the course.
* Skills practice on the final day will be assessed.

**Equal Opportunities Monitoring Form**

**Name:**

**Age**

16 – 25 □ 26 – 35 □ 36 – 45 □ 46 – 55 □ 56 – 65 □ Over 65 □ Prefer not to say □

**Gender**

Male □ Female □ Prefer not to say □

**Ethnic Origin**

Asian British Bangladeshi □ Asian British Indian □

Asian British Pakistani □ Asian British Other □

Black British African □ Black British Caribbean □ Black British Other □

Chinese □ Chinese Other □

Mixed Black/White African □ Mixed Black/White Caribbean □

Mixed White Asian □ Mixed White Other □

White British □ White Irish □ White Other □ Other □ Prefer not to say □

**Employment**

Full time □ Part time □ Student □ Unemployed □ Retired □ Prefer not to say □

**Disabilities**

Registered Disabled Yes □ No □ Prefer not to say □

Advice on disability MHI □ Physical □ Sight □ Hearing □

**Sexuality**

Gay Man □ Gay Woman □ Straight □ Bisexual □ Prefer not to say □

**Volunteer Agreement**

**This agreement is intended to show the commitment we have to our volunteers. We want you to know that we:**

* Value and appreciate the offer of your time, energy and skills
* We will do the very best we can to make your volunteer experience here at Smile a productive, rewarding and enjoyable one

**While you are volunteering at Smile Mediation Ltd, we will:**

* Train you to the standard expected by the College of Mediators
* Provide continual support and supervision and give you feedback on a regular basis
* If your work as a volunteer causes you any stress or emotional involvement you can make an appointment with your mediation supervisor to discuss this and obtain support at any time
* Provide opportunities for further training and development within Mediation
* Treat you with respect as an individual in accordance with our Equality & Diversity Policy
* Encourage you to give feedback about your experience of volunteering with us
* Value your contribution to the organisation
* Provide adequate insurance for each mediator [but not for your belongings or car] whilst volunteering for Smile
* Keep you updated on Smile’s current policies and practices which are relevant to mediators
* Pay your travel expenses every month when you have submitted your Expense Sheet to the office
* Provide an exit strategy for mediators who wish to leave Smile
* Completion of the training does not qualify you to mediate. Practice with an experienced mediators is an essential part of the training that Smile delivers to demonstrate a satisfactory level of competence, therefore certificates will be issued 12 months after completion of training

Signed……………………………………………………

Date………………………………………………………

Smile Mediation Ltd

**While you are volunteering with us, we ask you to:**

* Be available three hours per week to carry out mediations (this will equate to one case per month)
* Be committed to carry out the duties, outlined in the Volunteer Role Description
* Mediators will always work in pairs [or more] and are encouraged to support and give each other feedback on their practice
* The work of Smile is of a sensitive and confidential nature. You must not disclose any information arising from mediation at any time to anyone outside the organisation, either during or following your time as a volunteer with Smile (without express permission)
* If you take on a mediation, to be available to see this through to the close of the case
* Let the Office know as soon as possible if you are unable to keep an appointment with a client because of exceptional circumstances or an emergency
* Inform the Office of your regular availability on a monthly basis
* Meet the minimum standards of Smile and the College of Mediators
* If you are inactive for a period of three months or more, on return, attend a Supervision Session and undertake any skills practice and/or training agreed with Smile
* Follow Smile’s procedures and standards, including Health and Safety, Personal Safety for Mediators and Equality & Diversity in relation to volunteers and clients
* Notify Smile if there is a (potential) conflict of interest either as a volunteer or in your capacity as an employee.

Signed……………………………………………………

 Date………………………………………
 Volunteer Mediator