

Volunteer Mediator

Working under the supervision of the Executive Director and in accordance with the policies and procedures set forth by DRC, a volunteer mediator is responsible for facilitating resolution of various types of interpersonal disputes.

Duties and Responsibilities

- Preserve the confidentiality of all aspects of any case you are assigned to mediate
- Maintain a neutral posture toward a dispute and the individuals involved.
- Remain neutral and non-judgmental during sessions, and in the content of the discussions through the mediation process
- Be sensitive to any conflicts of interest, value concerns, limits, or triggers. If necessary, withdraw from a case when effectiveness might be compromised for such concerns
- Support the individual's efforts to interact, encourage constructive behavior, and orient the parties towards a concrete solution of their differences
- Maximize each individual's opportunity for self-expression during the mediation session
- Learn how to use DRC scheduling calendar
- Write all agreements in a clear, concise, and neutral manner, in accordance with the guidelines as outlined by DRC staff and during training provided by DRC
- Participate in ongoing trainings, as outlined below
- Meet all yearly requirements set forth by UCS and DRC to maintain certification to mediate (6 hours of CE; mediate a minimum of 3 sessions per year; participate in annual evaluation)

Qualifications

- Open-minded, objective, good listener.
- Recognition and self-awareness of limits, boundaries, and triggers, and ability to remain outwardly neutral and respectful to all parties involved in a case.
- Ability to work within established guidelines and take direction.
- Ability to keep information confidential.
- Skilled in verbal and written communication.
- Excellent interpersonal skills. Ability to respect and relate to individuals from various backgrounds and cultures in a caring and sensitive manner.
- Proficiently use a computer, including email, Zoom, Word processor, etc.
- Ability to commit to 2 years of service on DRC Mediator Panel

Training Requirements

- Complete and submit volunteer application
- Attend a 30-hour approved Basic Mediation Training
- Be accepted into Apprenticeship Program, which includes:
 - Observe a minimum of 3 mediation sessions in small claims courts in the DRC geographical region
 - Co-mediate a minimum of 5 sessions with at least three different mediators
 - Debrief and receive feedback from senior mediators after co-mediation sessions
 - Participate in a Process Evaluation with DRC Director, and complete a final self-evaluation

Time Commitment

- Make a 2-year commitment to volunteer for DRC
- Be available for two mediation sessions per month, plus time for a short debrief with staff after each session
- Complete 6 hours of Continuing Education per fiscal year (trainings offered by DRC throughout the year)
- Attend at least two of four in-services per year (counts towards CE requirements)
- Occasionally mentor an apprentice mediator before/after co-mediation
- Schedule available slots on DRC scheduling calendar