



VOLUNTEER MEDIATOR PROFILE

Our training course "Introduction to Conflict Management" is open to volunteers who fulfil all the points below:

- Share the vision of Conflict and Change
- Have good listening skills
- Are able to communicate with people easily
- Show good self awareness
- Are able to hold back from giving advice
- Are willing to share and be open about personal experience of conflict
- Are committed to learning and personal development
- Have experience of living or working with people from a range of cultures
- Are sensitive to cultural differences and customs
- Have a good level of spoken English
- Are resident in the London Borough of Newham (or Barking & Dagenham, Waltham Forest, Redbridge)
- Are reliable - keep to agreements, respond to messages, are punctual
- Can reasonably expect to stay with us for a minimum of three years
- Have time available for monthly training, supervision and case visits

Priority will be given to anyone who also comes from an under-represented group in our volunteer team

You can become a trainee mediator if you also fulfil the points below:

- Completed the ICM course
- Demonstrated competence in the basic conflict resolution skills taught on ICM
- Attended the Induction
- Become a member of Conflict and Change (no cost! Just a simple procedure)

You can become a lead mediator if you also fulfil the points below:

- Over a period of two years, attended at least 24 hours of training evenings or other approved training events
- Attended a minimum of one supervision session a year
- Competently carried out three case visits as a co- mediator
- Competently co-mediated in at least one face-to-face mediation
- Demonstrated ability to give and receive feedback
- Shown commitment to ongoing training
- Shown that you are willing and able to do visits or mediations with inexperienced mediators and to offer them support