



Community  
Mediation  
Services, Inc.

## **POSITION DESCRIPTION CMS Volunteer Mediator Position**

### **Objective:**

To assist Community Mediation Services, Inc. (CMS) in providing the community with a structured confidential process for resolving disputes in a mutually satisfactory manner.

### **Responsibilities:**

- Attend and complete initial mediator training, six hours of annual continuing education, and an Ethics refresher every three years approved by CMS and the MN Rule 114 ADR Program.
- Complete an apprentice phase that includes (1) observing two mediation sessions, (2) mediating with an experienced mediator, and (3) mediating as primary mediator under the observation of an experienced mediator.
- Attend annual review meeting with Mediation Coordinator.
- Represent CMS consistent with its Mission, Vision, Code, Organizational culture and training instructions.
- Facilitate constructive conversation and assist participants in developing and articulating an agreement.
- Record and report all data required for record keeping and program evaluation.
- Mediate a minimum of six mediations per year.
- Assume responsibility, honor commitments, and conduct mediations as scheduled by Case Development staff.
- Follow CMS mediator policy including MN Rule 114 Code of Ethics and MN Statute 494 operational guidelines.
- Assist with trainings and outreach as interested and available.
- Provide safe, neutral, constructive, and voluntary forum for dialogue.

### **Qualifications:**

- Effectively uses skills of conflict resolution and techniques of mediation as presented in the training.
- Consistently represents CMS with promptness and professionalism.
- Remains neutral and non-judgmental among persons in conflict.
- Listens well and communicates effectively.
- Works cooperatively with other mediators.
- Resides or works in CMS service area.
- Strictly complies with CMS's policy of confidentiality.
- Maintains an interest in community affairs, mediation, and related issues.
- Demonstrates openness to feedback from mediators.
- Recognizes that mediation is based on the principles of self-determination.
- Complies with staff directives.