



COEJ MEDIATION SERVICES (CMS)

The Mediation Coordinator's Role

The role of Coordinator is central to the implementation and delivery of a Mediation Services. It provides a focal point for potential parties, referrers and mediators. The functions of the co-ordinator are wide ranging including a first point of contact for service users to maintaining a central, generalised record that provides information about the uptake and success of the service. A co-ordinator is therefore an invaluable investment.

These notes aim to set out four main areas of activity for the Mediation Coordinator.

Four Key Functions of the Mediation Coordinator

Broadly the activities can be broken down into the following areas;

1. Marketing and Promotion: as part of a team with Capacity building team and Secretariat support.
2. Gate keeping
3. Case management
4. Monitoring and Evaluation

Section 1: Marketing and Promotion

A key aspect of a successful mediation service is telling people about it. This role will be undertaken as part of a team with Capacity building team and Secretariat support. It is good to get the message out in as many ways as possible – and with some frequency. Largely people only notice these sorts of services when they need them or when they know someone who has used it.

Generic information or information specific to particular roles within the organisation can be conveyed through leaflets, brochures, information sessions or postings on a website or Social Media

Section 2: Point of Referral

The CMS Coordinator will be the first point of contact for mediation request. The Coordinator's role will be to share information regarding CMS including the key principles of mediation.

- The list of trained mediators from which participants may choose to select the mediator
- A mediation brochure together with any other necessary documents
- Contact details questionnaire

The second role is: **Case Allocation**

It is important to consider the process to which cases are allocated to mediators. The criteria for the CMS Coordinator to select and pair mediators (Ideally getting cohort one and two mediators together if possible)

The process would be:

1. The couple to cross out any mediators who they don't want
2. It was important then to have:
 - a. Gender balance
 - b. Experience balance (Lead and Support mediator)
 - c. Geography balance
 - d. Availability

Section 3: Case Management

A Coordinator will have knowledge of the cases going through the service from enquiries to first meetings to mediation and completion. As such he or she has an overview of its outcomes. It is part of the role to consider cases how are handled and by whom.

The Mediators will be required to update the coordinator of the outcome of the mediation without disclosing the content of the session.

Section 4: Monitoring and Evaluation

Monitoring and evaluating the effectiveness of CMS is vital to assessing the need for mediation. At the same time the confidentiality of the mediation provision needs to be protected. Consequently, the information the coordinator collects for statistical purposes should not identify individuals but should provide the organisation with anonymised, general information about the outcome of the service; number of cases reaching agreement for example and avoiding formal procedures. Evaluation also provides invaluable feedback on how parties have experienced the service, as well as potential information about its impact on their relationships and well-being going forward.

The coordinator would need to send a link of the feedback form to the clients to receive feedback of the mediation service received.

Some Suggestions:

The coordinator to consider steps such as feedback from parties, mediators – perhaps immediately after the mediation and again three to six month later.

Mediation services can also give general feedback within the community/ CoEJ about the causes of conflict which may then enable support measure to be put in place within the community that are responsive to need.

And when things do not go so well, participants need to have a route through which they can express their dissatisfaction:

If complaints cannot be resolved through informal process, then the CMS Coordinator will be the next point of contact to lodge the complaint. CMS has a complaints policy in place on our website on www.coej.org for participants' reference.