

**NON-MANAGEMENT JOB DESCRIPTION
POINT RATING EVALUATION PLAN**

Working Title Mediator	Name
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Position Number	Reports to Position No., Class & Level DRS Program Officer/Team Lead	Division, Branch/Unit CJS, Business and Resolution Services, Dispute Resolution Services	Ministry Justice and Solicitor General
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Present Class	Requested Class N/A
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Dept ID	Program Code	Project Code (if applicable)
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PURPOSE: Give a brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization (see Non-Management Job Description Writing Guide Pages 7-8).

Working within current legislation, department policy and office procedures, the Mediator will provide mediation services to clients throughout the province who are seeking resolution to their disputes. In addition to providing mediation services, the Mediator is expected to support the training, mentorship and professional development of staff and roster mediators / service providers who are contracted by Business and Resolution Services and located throughout the province. Reporting to the DRS Program Officer, the Mediator is responsible for the coordination of Children's Services Mediation and Family Mediation services. In coordination with DRS management and the DRS Program Officer, the Mediator will assist with data collection and program development initiatives to ensure that services are provided in an efficient, user friendly and cost-effective manner.

Significant knowledge supplemented by experience is required of theoretical models, specialized techniques, and practical and theoretical procedures related to mediation and alternative dispute resolution. The Mediator regularly encounters situations of high emotional intensity in dealing with clients and is expected to resolve conflicts and de-escalate volatile situations. Extensive knowledge in the area of human behaviour, including family violence, child and youth development, crisis intervention, family dynamics, mental health, addictions, systems theory and conflict resolution is required. Knowledge is also required of Alberta court procedures, court etiquette and trends involving mediation.

A primary focus of the Mediator is to provide child-focused mediation services to Albertans experiencing family breakdown and to facilitate the development of co-operative relationships benefiting the child(ren). The mediator supports the quality of work by providing regular opportunities for staff and contracted service providers to reflect upon the content and process of their work, providing coaching and mentoring, and ensuring compliance with relevant legislation, regulation, policy and procedures. The Mediator may be required to participate in projects that support training and development for other mediation programs and services such as Civil Mediation, Children's Services Mediation, Dispute Resolution and Child Support Resolution Officer Programs, and workplace conflict mediation services.

RESPONSIBILITIES AND ACTIVITIES: The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3-6 activities should be described (see Writing Guide Pages 9-10).

- MEDIATION SERVICE DELIVERY**
- Screens and assesses cases to determine if mediation is appropriate.
 - Conducts pre-mediation sessions with each party to evaluate their capacity for mediation.

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- Collects information needed to develop an effective approach to the mediation process.
- Screens each case for family violence, mental health, addictions and risk of suicide.
- Provides relevant information to clients regarding mediation and their options.
- Refers clients to appropriate resources within the department, the government and the community.
- Enters into service agreements with clients.
- Identifies and manages power imbalances.
- Helps parties to reduce obstacles to effective communication.
- Explores alternatives with clients.
- Educates clients and provides information and appropriate referrals to programs such as PAS and PASHC.
- Focusses clients on best interests of the child and provides information on brain development, and ages and stages of child development.
- Incorporates the child's voice as appropriate.
- Helps parties to address their needs and interests.
- Advocates for the rights of children and third parties in accordance with relevant laws and legislation.
- Conducts multi-party mediation and mediation of highly complex disputes.
- Mediation may involve professionals from other Ministries and disciplines
- Combine professional principles and ethics with practical experience to pose the right questions, and to facilitate the development of workable solutions to unique, complex problems involving multiple parties and diverse interests.
- Facilitates and drafts written agreements.
- Assists parties in adjusting to new family structure and circumstances.

PROGRAM COORDINATION, MENTORSHIP AND COACHING

- Coordinates service delivery for Children's Services Mediation and Family Mediation programs.
- Screens referrals from the Court, the legal community and Children's Services for program eligibility and coordinates service delivery with Albertans and contracted roster service providers.
- Assists with program data collection and reporting.
- Provides guidance and mentorship relating to practice issues in areas of mediation and contracted services, and identifies issues pertaining to the ongoing delivery of services.
- Seeks out and supports learning opportunities for staff members and contracted service providers.
- In complex family situations, assists staff and contracted service providers in determining client capacity for mediation.
- Assists with the orientation and training of new staff and contracted service providers.
- Provides guidance and supports the training of mentorships and students.
- Acts as a mentor mediator by observing mediation services and co-mediating when required.
- Attends and provides input at committee and leadership meetings as required to address specific issues of regional/provincial consequences, to define standards of work, to ensure consistency in policy interpretation and application.
- Provides direction and / or consultation on issues arising from service delivery concerns.
- Identifies and provides recommendations to resolve team issues in collaboration with the DRS Program Officer.
- Attends regular mediator and reflective practice meetings to learn of issues and trends related to service delivery, and provides feedback for the improvement of DRS programs and services.

EDUCATION

RESPONSIBILITIES AND ACTIVITIES: The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3-6 activities should be described (see Writing Guide Pages 9-10).

- Develops and delivers educational programs that promote mediation, alternative dispute resolution and effective communication for new staff, roster service providers, community and legal organizations.
- Assists in the training and orientation of new staff and the mentoring of other professionals.
- Assists in the development of training materials, manuals and information packages that are used to promote the awareness of mediation and educate staff and the public.
- Assists with the development of training and training materials for Family Mediation, Children's Services Mediation, Civil Mediation, DRO/CSR Programs and workplace conflict mediation.
- Researches, scans and navigates a number of highly complex, demanding, and potentially sensitive issues relating to mediation and delivery of DRS programs.

CONSULTATION & PUBLIC RELATIONS

- Consults with the judiciary, the legal community, Family Court Counsellors, Caseflow Coordinators and other department, government and community agencies regarding the appropriateness of mediation as a means of resolving disputes.
- Develops and implements partnerships with other government, community and contracted agencies to promote mediation as an alternative means of resolving disputes.
- Under the direction of DRS management, assumes various positions on government and community-based agencies, boards or groups to provide links between Business and Resolution Services and the community.
- Engages in peer consultation and co-mediation as a means of maintaining and enhancing professional standards and performance levels.
- Attends regular mediator and reflective practice meetings to learn of issues and trends related to service delivery, and to provide feedback for the improvement of DRS programs and services.
- Participates in the ongoing development and improvement of DRS Programs.

SCOPE: List specific information that illustrates the challenges, problem solving and creativity requirements and decision making capacity of the position. Also identify the internal or external areas the job impacts (see Writing Guide Pages 11-12).

This position is responsible for providing mediation services in Alberta and for providing leadership, mentorship and training to new staff and contracted roster service providers. Services provided impact the Courts, the legal community and the community at large. This position operates within a highly complex framework. The incumbent must have extensive understanding in a number of functional areas in order to interface effectively with functional specialists from within the department, from other departments, and/or from stakeholder groups. Other team members as well as the clients can be widely dispersed throughout Alberta, which increases the level of complexity and the need to be proficient in oral and written communications as well as with new communication and service delivery technologies.

DIVERSITY

- The position is responsible for providing services to clients from a variety of socio-economic and ethnic backgrounds. Working within the Court System also requires frequent contact with the judiciary, court staff, the legal community and other departments. Contact within the community at large is also required in order to make referrals to appropriate agencies and services.

COMPLEXITY

- The position deals with a number of diverse and complex situations that reflect the community at large. Well developed interpersonal and communication skills are required to provide optimum service.
- Complexity and variety of DRS programs requires the application of practical and theoretical knowledge to a wide variety of complex and changing situations.
- Working in a large urban area with a diverse socio-economic and ethnic population requires a

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working knowledge of resources that are available in the community.

- Working within the Ministry of Justice and Solicitor General requires a working knowledge of numerous pieces of legislation, provincial statutes, regulations, practice notes, policy directives and manuals.
- The Mediator must remain current with new and changing trends and theories related to alternative dispute resolution and dynamics of human behaviour to support evidence-based practice and provide opportunity for continuous improvement of programs and services.
- This position requires the ability to work with minimal supervision to complete a variety of ongoing and changing tasks.
- This position requires flexibility and adaptability to work in an environment characterized by varying degrees of uncertainty, frequent organizational changes, sensitive issues, and important/urgent assignments.

CREATIVITY

- The incumbent is required to provide information on relevant legislation and policy in order to help clients make decisions that are in the best interests of their children.
- Good analytic and assessment skills are required to identify and prioritize issues that need to be addressed.
- Facilitates a creative process whereby clients create options that will best meet the needs of everyone involved in the dispute.

PHYSICAL DEMANDS

Office Duties: Can involve long periods of sitting or standing while using a computer at a work station. Work can be repetitive in nature and at times heavy manual work may be required (i.e.: packing files, moving records). The ability to travel periodically is a requirement of this position.

RISK

Security: Staff is required to work in secure areas and must follow policies and procedures to ensure security risk is minimized.

Counter/Meeting Room: This position is in direct contact with professionals and Albertans. Exposure is common to Albertans who are in emotionally charged situations and may display strong emotion when interacting with staff. Contact with Albertans who may suffer from addictions or issues of mental health, or who may become violent is possible. Department and Government risk mitigation strategies must be followed.

KNOWLEDGE, SKILLS & ABILITIES: Include information on required diplomas and degrees along with identifying the most important knowledge factors, including knowledge about practical procedures, administrative, technical or professional techniques, technical, scientific or program-related processes, etc. Detail specific training if there is an occupational certification/registration requirement for the position. Specify the type of experience required for the position (see Writing Guide Pages 12-14).

EDUCATION

- University graduation in a related field plus two years of related experience (directly related education or experience will be considered on the basis of one year education for one year of experience; or one year of experience for one year of education).
- Minimum of 180 hours of Conflict Management training, of which at least 40 hours must be in the area of family mediation.
- Significant knowledge supplemented by experience is required of theoretical models, specialized techniques, and practical and theoretical procedures related to mediation and alternative dispute resolution.

KNOWLEDGE

- In-depth knowledge of the theory and practise of mediation and the underlying causes and behaviours associated with conflict, including high-conflict, domestic violence, power

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imbalances and effects of conflict on child and youth development.

- Knowledge of a range of accepted conflict management, negotiation, problem-solving and decision-making techniques.
- Well-developed understanding of human behaviour including the signs of physical and emotional distress.
- Family Law legislation including the Family Law Act, the Divorce Act and the Child Youth and Family Enhancement Act.
- Ministry of Justice and Solicitor General Policies and procedures.
- Court Administration Services policies and procedures.
- Resolution Services policies and procedures.
- Knowledge of other Dispute Resolution Services programs, including Civil Mediation, Dispute Resolution and Child Support Resolution Officer Programs.
- Government and Professional Codes of Conduct, (i.e. Social Work Code of conduct, Psychology code of Conduct, Mediation Code of Conduct).
- Knowledge of other types of mediation such as workplace conflict and civil mediation.
- Family dynamics and the effects of separation on families.
- Knowledge of child, youth and adult development.
- Family Violence and Family Violence Protocols.
- Knowledge of effects of addiction and mental illness on family dynamics.
- Knowledge of Federal Child Support guidelines, Spousal Support guidelines and knowledge of ChildView or similar programs used to calculate child support.
- Knowledge of Children's Services policies and procedures for the administration of Children's Services Mediation services.
- Knowledge of resources available in the community.
- Knowledge of principles and techniques to support adult learning.
- Understanding of the origins and consequences of work-related stress and use of coping and management skills to promote wellness.

SKILLS

- Strong communication, including interviewing, oral, written, and active listening skills.
- Case management and information gathering skills.
- Assessment skills to support mediator and practitioner development.
- Analytical and conceptual skills.
- Creativity and problem-solving skills.
- Consulting and advisory skills.
- Conflict resolution, negotiation and mediation, including multi-party mediation.
- De-escalation techniques, personal safety and safety planning for other staff and the public.
- Empathy, sensitivity to confidentiality, respect and ethical behavior.
- Intervention skills.
- Crisis management skills.
- Strong organizational skills to handle the volume and complexity of work in a detail-oriented manner.
- Time management/coping skills.
- Community and inter-governmental liaison/relations.
- Report writing and recording skills.
- Human relation skills (interacting with people within or outside the Department).
- Public speaking.
- Computer skills – ability to use current (Word, Excel, PowerPoint,) and learn future programs.

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ABILITIES

- Ability to use technology in support of distance learning and delivery of program services.
- Ability to work cooperatively as a member of a team and cross-ministry initiatives.
- Ability to multi-task and navigate many tasks calmly and effectively.
- Ability to identify and talk through a problem with team members to get their perspective, another viewpoint, develop insight and identify priorities.
- Ability to travel to other Court and Program locations as may be required on occasion and requested by DRS management.
- Ability to quickly understand the substantive, historical and personal nature of previously unknown conflict.
- Ability to train and educate people in interest-based negotiation, mediation, conflict resolution coaching and other related skills and topics.
- Ability to combine professional principles and ethics with practical experience to pose the right questions, and to facilitate the development of workable solutions to unique, complex problems involving multiple parties and diverse interests.
- Ability to mediate multi-party disputes.

CONTACTS: Identify the main contacts the position communicates with and the purpose of the communication (See Writing Guide [Pages 14-15](#)).

The main contacts of this position are:

- Albertans in general and mediation participants in particular.
- Provincial Dispute Resolution Services Management and Program Officers (guidance, consultation and supervision).
- Dispute Resolution Services Program staff, including Civil Mediation, DRO/CSR Program staff members (coordination of service delivery).
- The Business and Resolution Services team (program planning, review, consultation and coordination of services).
- The Judiciary (consultation, providing information and receiving referrals).
- Business and Resolution Services Administration, (program policy and procedure).
- Children's Services staff for consultation, coordination and delivery of Children's Services Mediation services.
- The legal community (information sharing and case consultation).
- The General Public (personal, email, video and telephone contact requesting information & booking appointments).
- Other government and non-government agencies (referring cases and coordinating services).
- Court Administration Staff.

SUPERVISION EXERCISED: List position numbers, class titles, and working titles of positions directly supervised (see Writing Guide [Page 15](#))

CHANGES SINCE LAST CLASSIFICATION REVIEW: Identify significant changes, that have impacted the responsibilities assigned to your position since the last review (see Writing Guide [Pages 15-16](#)).