

Utah State Courts Restorative Justice Dialogue Program Facilitator/Mediator Job Description

Program: Truancy Mediation Program

General Description: Truancy mediation is offered to students and families as an alternative to a formal referral to Juvenile Court for habitual truancy. Truancy mediation is a process that uses the presence and skills of a impartial third party (mediator) to assist students, parents, and schools to resolve conflict and attendance issues in a safe environment where all viewpoints can be acknowledged. The program uses a collaborative “team approach” rather than an adversarial approach to resolve the problem. Truancy mediation provides a relaxed atmosphere for the student, parents and school to discuss the truancy problem and to come up with solutions. The mediator assists the parties to create and test the feasibility of possible solutions which can be agreed to and supported by all.

Duties & Responsibilities: This list includes some of the duties that a volunteer may be expected to perform but should not be considered to be all-inclusive:

- Follow program procedures and process outlined in the truancy mediation model and training sessions.
- Maintain confidentiality of participants information and school records.
- Maintain impartiality as mediator and establish ground rules at the beginning of each mediation session.
- Assist participants in developing a mutually decided upon and approved agreement and accurately record the agreement in writing for the participants.
- Distribute participant evaluations at the end of the mediation session.
- Communicate outcomes of conferences and debrief cases on a regular basis with program staff.

Qualifications:

- Ability to assume responsibility, honor commitments and conduct mediations as scheduled.
- Ability to communicate with students, parents and school personnel in an effort to understand their issues.
- Possess good communication and listening skills.
- Ability to maintain openness to different cultures and lifestyles and work with individuals of differing ages and backgrounds.

- Ability to communicate effectively and in a courteous and professional manner.
- Ability to maintain impartiality among persons in conflict.
- Ability to provide own transportation to and from mediation sessions.
- Ability to work independently and follow departmental and program best practices.
- Ability to receive and implement feedback from program staff.

Training Requirements & Expectations:

- Complete initial training course (if no prior mediation training) or one ½ day orientation class if already have basic mediation training.
- Complete apprenticeship commitment (observe and co-mediate up to four cases under the guidance of an approved mentor).
- Observation and evaluation by program staff of volunteer facilitating a mediation.
- Attend in-service training and meetings throughout the year.

Time Requirement: Volunteers are requested to commit to at least one year of service after initial training requirements are completed. Volunteers are **required** to be available during regular school hours to attend mediation sessions and program meetings. **All truancy mediations** are held at the student's school during regular school hours.

Application Process:

- Complete a volunteer application packet (application form, background check release form, confidentiality statement).
- Pass Utah State Courts ADR ethics exam with a score of 95% or higher.
- Attend personal interview with program coordinator (optional in some districts)

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