

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

Program: Victim Offender Mediation/Group Conferencing Programs

General Description: Volunteers facilitate conferences involving victims of crime, offenders and their families, and other community members so that the persons directly impacted by the crime can actively participate in resolving the consequences of the crime. The volunteer prepares the participants to explore the issues and feelings that have arisen from the crime, determines who is interested in participating, and arranges a conference at a place and time convenient for all. The process empowers victims, offenders and the community to resolve the resulting harm caused by the crime.

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 training manual and training sessions.
- Maintain confidentiality of victim and offender information and court records.
- Maintain impartiality as facilitator/mediator and establish ground rules at each victim/offender meeting.
- Assist participants in developing a mutually decided upon and approved agreement and accurately record the agreement in writing for the Court and the participants.
- Arrange pre-conference and conference meetings at a place and time agreeable to all parties.
- Complete all necessary paperwork accurately and completely.
- Accept cases on a regular basis and complete within required timelines.
- Communicate outcomes of conferences and debrief cases on a regular basis with program staff.

Qualifications:

- Ability to assume responsibility, honor commitments and conduct meetings as scheduled.
- Ability to communicate with victims and offenders 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 meetings and conferences.
- 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 30 hour training course (if no prior mediation training) **or** one 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/conference.
- 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 encouraged to be available during regular business hours to attend training sessions and program meetings. Most mediations/conferences are held at court buildings or other community locations during regular business 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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