

**Job Information Pack**

This pack contains the following information:

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* Overview of CAE and the Mediation Service
* Job Description
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**Job Details**

**Job title: Mediation Service Coordinator**

Reporting to: Projects Manager

Location: Homeworking & Edinburgh Sheriff Court, 27 Chambers Street, EH1 1LB

Employer: Citizens Advice Edinburgh, 58 Dundas Street, Edinburgh,

EH3 6QZ

Salary: £16,310 (£27,183 per annum, pro rata)

Benefits: 25 days annual leave and 10 public holidays **pro rata** and a 7% non-contributory pension

Hours: Part-time - 21 hours per week

Work Pattern Flexible

Term: Fixed Term until 31st March 2024, with potential extension

**The Application Process**

Application deadline: **Thursday 6th July 2023 at 5pm**

Interview date: **Week Beg. Monday 10th July 2023**

Interview location: Via Zoom

Interview format: 50-minute interview

**Please email your applications to** [markcarter@cabedinburgh.org.uk](mailto:markcarter@cabedinburgh.org.uk)

**About Citizens Advice Edinburgh**

The Citizens Advice Service was first established in Edinburgh in 1939.   
Over the years it has grown to deliver services from 5 main Bureaux (Dundas Street, Gorgie/Dalry, Leith, Muirhouse, and Portobello) and numerous outreach locations across the capital. In 2007 the separate Bureaux merged to form Citizens Advice Edinburgh (CAE).

Through a small team of core and project staff and over 100 highly trained and committed volunteers, CAE provides a free, confidential, independent, and impartial service to the citizens of Edinburgh on a wide range of issues including:

* Debt and money
* Welfare Rights
* Consumer issues
* Immigration
* Employment and workforce problems
* Housing
* Relationship and family issues
* Discrimination
* Health services
* Legal rights & responsibilities

The charity is a trusted and well-respected organisation. It enjoys high levels of client satisfaction, and the excellence of its training programme is widely recognised. Its volunteer workforce and paid staff are fully committed and strive, with limited resources, to provide the advice sought by thousands of clients each year.

For a full overview of all our services and current work, please visit our website at: [www.citizensadviceedinburgh.org.uk](http://www.citizensadviceedinburgh.org.uk)

**The Mediation Service**

The Service facilitates Mediation sessions between parties whose cases are called before Edinburgh Sheriff Court. Clients are referred by Sheriffs and are advised to consider whether Mediation could provide a more efficient and less costly route to achieving a settlement.

Our two Mediation Coordinators arrange the Mediation sessions and liaise with the parties involved. The session themselves are delivered by volunteers, who are trained and mentored by the Coordinators.

**Job Description**

**Summary of Role**

The Mediation Service Coordinator will be responsible for ensuring the smooth, day-to-day running of the service. The role involves acting as the central point of contact between the Court, clients, and their legal representatives. You will require excellent organisational abilities and must be a skilled verbal and written communicator.

The post holder must possess sound mediation skills, backed by an appropriate relevant qualification and experience, in order to effectively support our clients and mediators.

**1. Principal Tasks**

* Promote the availability and remit of the Mediation Service
* Establish excellent working relationships with Sheriff Court staff, clients, legal representatives, and CAE staff/volunteers
* Respond to telephone, email, and face-to-face enquiries professionally and efficiently
* Promptly acknowledge and log all incoming referrals
* Maintain detailed, accurate, digital records for each case to efficiently track progress
* Ensure that documents are prepared in advance of Mediation sessions and all parties are appropriately briefed
* Provide IT support for parties to access mediations remotely
* Enter statistics into project database
* Produce accurate, timely, and comprehensive reports for service funders
* Maintain recruitment pathways for mediators to join and train with the service
* Provide development opportunities for mediators via 1-1 support and group CPD events
* Assist with audit processes

**2. Other**

* Explore opportunities to develop access to mediation within and beyond the Sheriffdom, within parameters set out by service funder (Scottish Government via Scottish Legal Aid Board)
* Implement organisational Equality Policies
* Any other reasonable tasks as requested by senior management team

**Person Specification**

Essential criteria

* Relevant qualification within the field of Alternative Dispute Resolution
* Experience of facilitating mediations
* Excellent organizational and communication skills
* Evidence of ability to effectively promote and develop a service
* Experience of recording and reporting statistical information
* Knowledge of IT including Microsoft 365, Zoom, and Skype

Desirable Criteria

* Experience of training and developing staff or volunteers
* Experience and understanding of the voluntary sector
* Experience of working independently from an outreach or home setting
* Commitment to the values, ethos, and principles of Citizens Advice