



Community Action Project

Mediation in the Community and Support Roles

Community Action Partner

Mediation North Surrey

Aim: This is a community mediation service covering Elmbridge, Runnymede and Spelthorne. Mediators are all volunteers from a wide spectrum of professional and social backgrounds. They aim to mediate in neighbour disputes by providing an impartial method of resolving conflict which is free at the point of delivery. Overall, their goal is to promote better community relationships and reduce all types of conflict.

Role: Volunteer Community Mediators are required to help resolve neighbourhood disputes. Volunteers will work in pairs and have support of a coordinator and a management committee. Support roles include: service standard research, update telephone listings, benchmarking service, publicity promoter, e-newsletter, google ads and other one-off needs.

Training: Training for the volunteer mediator role is provided by Surrey Mediation Group. The trainers are from neighbouring mediation services. The in-house training runs for three weekends spread over several months. The cost of the training is funded by Mediation North Surrey.

Location: Within the Elmbridge, Runnymede and Spelthorne boroughs.

Times: Occasional hours as and when required. Some evening work involved.

CRB: A CRB check is required.

Other: Volunteers will be reimbursed travel expenses and this project has accessibility.

Application: All volunteers must be registered as Community Action volunteers. To do so, visit <http://www.rhul.ac.uk/services/volunteering/register.html>

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