

VOLUNTEER SMALL CLAIMS MEDIATOR JOB DESCRIPTION

General Summary:

Provide voluntary small claims mediation services for citizens on scheduled Ada County small claims court days.

Participate in all required orientations for the Ada County Small Claims Mediation Services Program.

Essential Duties:

Provide a professional level of small claims mediation services to all clients.

Abide by the ethical guidelines of a professional mediator.

Provide information regarding the small claims mediation process to all clients.

Develop safe work habits and contribute to the safety of self, co-workers, and the general public.

Support and respect workplace and client diversity.

Submit the required documentation associated with all cases in a timely manner.

Maintain the strictest level of confidentiality regarding clients and their cases.

Adhere to the program ethical expectations (see Small Claims Mediator Ethical Guidelines).

Minimum Qualifications

Complete a certified forty-hour basic mediation training.

Complete a minimum of sixteen hours of small claims mediation or equivalent training in court mediation programs.

Attend a minimum of 12 hours of IMA certified program policy, ethics, and specialized trainings.

Pass a required criminal background check.