**Healthy Working Relationships**

**NHS Wales Mediation Network**

**Mediator Role Profile**

If you have any questions, please contact [mediation@wales.nhs.uk](mailto:mediation@wales.nhs.uk)

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| **Role** | **Mediator** |
| **Experience Needed** | Likely to have several years of experience of:   * work (and life); * listening /coaching/facilitating; * having a passion for people and relationships   This is likely to mean that you’re relatively experienced |
| **How the role works** | You will stay within your current work / workplace, but approximately 10% of your time will be volunteering with the NHS Wales Mediation Network. This will need to be flexibly used to meet the needs of the Mediation Network.  You will be supported with full accredited training and you will be required to take part in regular CPD, supervision, other ongoing learning and self evaluation to maintain your skills and accreditation.  Once trained, you will work as part of the network providing mediation to NHS Wales colleagues in line with agreed standards. The Mediation Co-ordinator will discuss any particular requirements/parameters with you regularly.  Meeting the standards includes quality of mediation and being accessible within timeframes (e.g. establishing a link with the relevant parties and setting up the first meeting within 5 days of the request).  The approach and your role will be collaboratively reviewed on a minimum annual basis. |
| **Accountable to** | * Yourself * The Mediation Network * Mediation Network Co-ordinator |

**Background**

[*Healthier Working Relationships*](https://nhswalesleadershipportal.heiw.wales/healthy-working-relationships) aims to make it more normal to support and challenge better relationships through talking to each other. We can mainly do this by teams and organisations making it safe for people to raise issues and try to work together to resolve them. It starts with leaders asking open questions like “*what is working now and what isn’t*” “*how can we make things better*” “*what can I do to help you?*”.

If we all supported more and take more ownership, we should be able to have more [*Cuppa Conversations*](https://leadershipportal.heiw.wales/repository/resource/bd102054-93e5-4a0f-988f-c10d23fb48f3/en). Where this doesn’t feel right or doesn’t work, then it may also be helpful to have a Facilitated Conversation as we try to understand, recognise and work with each others’ differences.

Whilst the new [*Respect and Resolution Policy*](https://nhswalesleadershipportal.heiw.wales/api/storage/95ef368b-246a-4a4f-a7af-7fbc9da9b803/Respect%20and%20Resolution%20Policy%20FINAL%20April%202021.pdf) will always be a back-up, we also know the importance of Mediation. This Mediation Network Co-ordinator plays a crucial role in helping ensure the whole approach works.

**The Network**is expected to achieve the following benefits:

* Helping to embed the ethos of Healthier Working Relationships
* Creating clear and shared standardised levels of mediation support for all NHS Wales colleagues including expectations of quality and timeliness
* Ensuring a single point of contact for NHS Wales Colleagues
* Delivering economies of scale both immediately but also for scalability to include social care/other parts of Welsh Public Services as needed
* Building pan-organisational resilience
* Developing pan-organisational collaborative relationships
* Enhanced mediation capabilities across through dealing with a range of routine and more complex conflict situations with a diverse range of employees and across different organisations

**Role Requirements**

There are a number of tasks that are required of the role:

**Mediation**

* Be developed and trained as a mediator including meeting all accreditation requirements
* Be a role model of the best possible mediation practice
* Ensure that the allocation of time for mediation activities meets the required standards
* Understand and abide by all associated codes of practice and requirements (including confidentiality, impartiality, equal opportunities)
* Fully take part in evaluation

**Network Member**

* Support the development and ongoing improvement of standards for the network: working with stakeholders
* Fully participate in all learning including CPD, Supervision, Peer Support and evaluation
* Support approaches to support learning for/from and evaluation of the Network
* Actively participate in approving appropriate feedback mechanism for stakeholders

**Leadership**

* Build and maintain relationships with key stakeholders
* Be a role model and advocate for the Healthier Working Relationships approach
* Be the “local face of the Mediation Network” for stakeholders

**Resourcing the Approach**

The approach requires both initial and ongoing resourcing to ensure appropriate individuals are identified, trained and maintained to meet demand.

This will be co-ordinated at a collaborative NHS Wales level. This approach will include a shared-cost model to fund the Network Co-Ordinator as well as accessing specific funding streams to deliver A Healthier Wales. Mediators will be support with their time through appropriate time release policies equivalent to Magistrate release in the Special Leave Policy.

From 2021-22 onwards, the approach will be part funded by each NHS Wales organisations and the Department of Health and Social Services. The exact balance of this funding will be regularly reviewed.