

## CCDRC Volunteer Contract

CCDRC is committed to **providing continuing mediation experience and education** to our volunteers and practicum students.

CCDRC's staff **creates a learning environment through a mentor/apprentice process** that supports the individual needs of our volunteers, provides practical training in case development, table mediation and provides continuing education throughout the year. The center also encourages and supports outreach efforts by volunteers to promote the services our program provides.

Our goal is to **train proficient and confident volunteer mediators**. This process involves a **one-year term of service** unless otherwise agreed upon. This requires the following commitment on the part of the volunteer:

- **Attend six hours of case development training.** CCDRC will provide a case development manual, an overview of office procedures and case development practices, and general information regarding the center. The case development training will include role-play practice in telephone conciliation.
- **Observe our staff mediators** during case development and table sessions.
- **Practice case development and mediation activities** with the help of a CCDRC mentor to build skill level and confidence.
- **Perform case development and mediation activities on a regular basis.** Schedule regular weekly office appointments in order to perform case development work, attend possible mediated sessions, and make follow-up calls to clients.
- **Follow office procedures** in order to maintain consistency in case development practices.
- **Work with a team of volunteers and staff** in order to debrief case work, strategize, and share ideas and information with each other.
- **Contact our office if you are unable to attend** your regularly scheduled office hours. Clients will be counting on you to be available to them.
- **Provide feedback to the staff regarding your volunteer experience.** Let us know if there is anything we can do to assist or support you in your work at CCDRC.
- **Participate in an evaluation process at 6 month intervals.**
- **New volunteers are be subject to a 3 month probationary period.**

Thank you for your valuable time. We are looking forward to working with you, and appreciate your interest in, and commitment to, the mediation process.

CCDRC Staff

Volunteer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Coordinator's Signature: \_\_\_\_\_ Date: \_\_\_\_\_