Role Description | Coaching & Mediation Responsible (CMR)

Team | Human Resources Office (HRO)
Accountable to | Human Resources Coordinator (HRC); Secretary General

Purpose of the Role
- To establish and deliver constructive and systematic conflict mediation
- To research, ideate, and implement focused Learning and Development (L&D) strategies

Main Responsibilities
- Facilitating conflict resolution among teams or individuals within teams of the Working Community and Supporting Community.
- Establishing and maintaining strong Learning and Development (L&D) strategies for the Working Community.
- Evaluating quarterly Team Reports, focusing on team achievements, ongoing and future tasks.

Tasks
- Taking part in meetings of the Human Resources Office (HRO) every two weeks.
- Hearing and resolving members' concerns and being available for meetings focused on conflict resolution.
- If needed, leading and moderating or neutrally observing mediation sessions among teams or individuals in case of a serious issue.
- Creating and updating guides about mediation processes and further topics (e.g. collaboration guidelines, conflict resolutions, communication management).
- Collaborating closely with the Internal Training Responsible (and with Training Office-TO) and recommending training sessions to teams.
- In collaboration with the Internal Training Responsible (ITR) and Data Analysis Responsible (DAR): Creating a track record of performed training sessions for each team and topic, as well as evaluating the goals and outcomes of each session.
- Together with the Community Responsible (CR), organising, conducting, and evaluating short quarterly Team Reports, focusing on team achievements, ongoing and future tasks.
- Assisting and establishing potential Task Forces for Organisational Evaluations.
• Assessing the needs and interests of the Working Community for certain topics and striving to provide them with developmental opportunities in those areas by sharing educational content (e.g. e-learning courses of external platforms) and facilitating the work of the Internal Training Responsible (ITR) or Partnership Office for bigger collaborations.

Requirements

• Organisational skills,
• Conflict management skills,
• Structured and discrete working style,
• Strong command of the English language,
• Proactive attitude, especially in the online environment,
• Excellent communication skills,
• Knowledge of EFPSA structure (preferred),
• Strong interest and knowledge Work and Organisational Psychology (preferred),
• Being a certified EFPSA Trainer (preferred),
• People skills,
• Knowledge of team dynamics and efficient working structures (preferred),
• Aspiration for motivating others,
• Willingness to develop and improve the position and team,

Please note that roles in EFPSA are always being developed, therefore, there may be slight variations to this document since it was produced. If you would like to ask any questions, receive additional insight or state interest in this position, please contact the current Secretary General at secretary@efpsa.org.