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European Federation of
Psychology Students' Associations

Role Description | Culture & Mediation Responsible (CMR)

Team | People & Culture Office (PCO)

Accountable to | People & Culture Coordinator (PCC); Secretary General

Purpose of the Role

- To establish and deliver constructive and systematic conflict mediation
- To build and promote a healthy organisational culture, with a focus on conflict prevention and constructive communication practices

Main Responsibilities

- Facilitating conflict resolution among teams or individuals within teams of the Working Community and Supporting Community
- Creating and collaborating on initiatives focused on conflict prevention and constructive communication practices across the organisation

Tasks

- Taking part in the regular meetings of the People & Culture Office (PCO)
- Hearing and resolving members' concerns and being available for meetings focused on conflict resolution
- Maintaining and improving standardised conflict mediation procedures
- If needed, leading and moderating or neutrally observing mediation sessions among teams or individuals in case of a serious issue



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- Updating and improving a confidential conflict analysis database
- Creating and delivering initiatives focused on educating about conflicts, conflict destigmatisation, coping, and learning through conflicts
- Creating and delivering culture-building initiatives focused on conflict prevention and the promotion of constructive communication practices
- Creating and updating guidelines about mediation processes and further relevant topics (e.g. collaboration guidelines, conflict resolution, information and communication management...)
- Assisting and establishing potential Task Forces for Organisational Evaluations

Requirements

- Organisational skills
- Conflict management and facilitation skills
- High confidentiality and discretion
- Structured and reliable working style
- Strong command of the English language
- Proactive attitude, especially in the online environment
- Excellent communication skills, with the ability to listen actively
- People skills, with a focus on empathetic interaction
- Aspiration for motivating others
- Willingness to develop and improve the position and team
- Developed emotional resilience (preferred)



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- Knowledge of EFPSA structure (preferred)
- Strong interest and knowledge in the field of Work and Organisational Psychology (preferred)
- Knowledge of team dynamics and efficient working structures (preferred)

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.