



Office of Employment Dispute Resolution

AGENCY MEDIATION COORDINATOR

DUTIES AND ROLE DESCRIPTION

For complete information about the Office of Employment Dispute Resolution's Statewide Mediation Program, please visit our website at www.dhrm.virginia.gov, which includes EDR's Workplace Mediation Program Guidelines.

I. DEFINITIONS

Statewide Mediation Program: A mediation program operated by the Department of Human Resource Management's Office of Employment Dispute Resolution (EDR) for the resolution of work-related conflict in state agencies and institutions throughout the Commonwealth.

Mediation: A confidential and voluntary process by which participants, with the assistance of mediators, share perspectives, identify disputed issues, develop options, consider possible solutions, and seek to reach a mutually acceptable resolution to their dispute. Participants in mediation make informed and deliberate decisions to resolve past problems and discuss future relationships directly.

Agency Workplace Mediation Coordinator: An employee designated by each state agency to coordinate EDR's statewide mediation program within that agency.

EDR Mediation: EDR coordinated mediation of a dispute between two, three, or four employees, who may be co-workers or in a reporting relationship.

Group Facilitation: For groups of five or more – such as a team, office unit, or department – experiencing workplace conflict. Contact EDR for further information and specific guidance on how to proceed.

II. MEDIATION-RELATED DOCUMENTS

No mediation-related documents are to be kept as part of a personnel file. All mediation-related documents, including the "Mediation Request" form and any agreement reached, must be kept in a separate confidential mediation file.

III. PROCEDURES IN PROVIDING EDR MEDIATION SERVICES

A. Intake (Assessment)

1. When a request for mediation within a state agency is referred to the Agency Mediation Coordinator, the Agency Mediation Coordinator will contact all participants involved in the dispute to determine their interest in mediation. If formal discipline was issued then please note that in the "Mediation Request" form.
2. Using the "Mediation Request" form, the Agency Mediation Coordinator will interview the interested participants to assess the appropriateness of mediation and the willingness of the participants to resolve their conflict. The Agency Workplace Mediation Coordinator will provide each participant in the dispute with a copy of the "Information About the Mediation Process" and "Tips for Successful Mediation Participation" to help ensure that each participant has a basic understanding of the mediation process and is a willing participant. The Agency Mediation Coordinator will inform the participants that EDR can be contacted for any further information.

3. Upon completion of the “Mediation Request” form, the Agency Mediation Coordinator will send the form to EDR at EDR@dhrm.virginia.gov within five workdays. EDR will follow-up with any questions or concerns as the request is being processed.

B. Scheduling (Logistics)

1. Once the mediation request has been approved, EDR will email the mediators, copying the Agency Mediation Coordinator, with the available dates found on the “Mediation Request” form.
2. When mediators have been chosen and a date agreed upon, EDR will contact the Agency Mediation Coordinator to reserve a room for mediation. The address and room number, along with directions should be provided to EDR. If the mediation is requested to be held at DHRM, then EDR will reserve the room and provide parking passes for the participants, as long as their vehicle information is on the “Mediation Request” form.
3. After all details are finalized, EDR will email a scheduling letter to the Agency Mediation Coordinator and the mediation participants. A few days before the mediation, EDR will send a reminder email. If there is any need to cancel or reschedule the mediation, please inform EDR immediately. For cancellations or rescheduling, please contact the EDR staff you have been corresponding with via email. For cancellations with less than 24 hours’ notice, please also call Marsha Heath, EDR Staff Member, at (804) 225-2973.

C. Post-mediation (Follow-up)

1. Upon completion of the mediation, EDR will receive a mediation packet from the mediators and the outcome of mediation will be shared with the Agency Mediation Coordinator.
2. If a written agreement was reached in mediation, the Agency Workplace Mediation Coordinator will review the draft agreement within five workdays to verify consistency with state and agency policies and assure that each participant has the authority to carry out the action called for in the agreement. If the written agreement is approved, then it will be final and the participants will be notified by EDR. A written agreement should not be forwarded or shared with anyone, including the mediation participants’ supervisor(s), unless the written agreement states otherwise.
3. Pursuant to the Workplace Mediation Program Guidelines, the requesting agency will be required to provide reimbursement for the mileage traveled to and from the mediation site at the applicable state rate by the mediator(s). EDR will initially reimburse the mediator for this travel expense. Deborah Webb (Deborah.webb@dhrm.virginia.gov) will subsequently send a state invoice to the Agency Mediation Coordinator to seek reimbursement for any mediator travel expenses EDR incurred. Please note it will be the responsibility of the Agency Mediation Coordinator to submit this DHRM state invoice to their agency’s financial department to finalize the reimbursement process.
4. EDR will conduct an evaluation 6-8 weeks after the mediation that the Agency Mediation Coordinator and the mediation participants will complete and return to EDR.

IV. PROCEDURES IN PROCURING GROUP FACILITATION SERVICES

1. The Agency Workplace Coordinator should contact EDR to request the Group Facilitator Vendor List.
2. Each agency determines how purchases are made and how they interpret the Agency Procurement and Surplus Property Manual (APSPM). Please consult your purchasing or procurement office for guidance. The Department of General Services, Division of Purchasing and Supply (www.dgs.virginia.gov/procurement/) should always be consulted for any types of purchases that have never been processed before.