World Bank Group Mediation Services Looking for Two Consultants in African Region

By:

World Bank

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Overview of the Job

Mediation Services (MEF) is an independent, informal and confidential service within the World Bank Group (WBG) whose purpose is to facilitate effective communication among staff members and assist them in reaching mutually acceptable solutions to workplace issues or concerns affecting them. MEF is one of several Internal Justice Services (IJS) available to WBG staff.

To build an effective global institution to fight poverty and boost prosperity, the WBG needs a workplace environment that values diversity, and promotes open communication, mutual trust and teamwork. It is the policy of the WBG to encourage staff and managers to address and resolve work related disputes timely and directly whenever it is possible. MEF is available to staff who are either unable to resolve their issues directly or who believe they can benefit

from the assistance of a neutral third party.

In addition to mediation, MEF offers facilitation, team building, and training. Mediation is an informal, confidential process in which an impartial third party, Mediator, helps two or more staff explore ways to resolve their differences and reach an agreement that best addresses their interests. MEF works and liaises with other IJS and related services (Ombuds, Peer Review Services, Administrative Tribunal, Ethics and Business Conduct, Integrity Vice Presidency, Human Resources, Staff Association) on organizational and institutional concerns. MEF reports to the Managing Director and Chief Administrative Officer (MDCAO).

MEF is seeking two qualified professionals for a consultant position as a Regional Mediator in the Africa region. He/she will carry out his or her substantive duties under the direction of the Manager, Mediation Services.

Duties and Accountabilities

The main responsibility of the Regional Mediator is the prompt and efficient administration of mediation services. This includes, among other duties:

- Mediate and manage cases from intake to closure
- Design and deliver training (conflict resolution, negotiation skills, communication)
- Facilitate group interventions and team building activities

Experience

Experience working in multi-cultural and or international organizations. A minimum of five (5) years legal, and or human resources, counseling experience and experience as a professional mediator, having completed a minimum of twenty-five (25) cases while serving as a lead or solo mediator and one hundred (100) hours mediating disputes as a lead or solo mediator. Facilitation and training experience.

Knowledge

Extensive knowledge in the following substance areas:

- Workplace and or labor law; as well as general knowledge of internal WBG staff rules, remedies and procedures (*or alternatively be willing to invest the time necessary for acquiring such knowledge through training and/or mentoring*)
- Dispute resolution theory and practice: what conflict is and how it develops, communication skills, access/ power issues, the role of trust, emotions and needs, the influence of organizational and national cultures in workplace conflict, etc.
- The mediation process: principles, values, possible styles, skills and techniques

Skills

Demonstrate, through a short performance-based evaluation (mock mediation), their ability to:

- *Gather information* by asking neutral, open-ended questions and listening to the disputants describe problems and interests. Summarize and paraphrase their statements without becoming judgmental. Identify and clarify hidden issues. Understand the scope, intensity and contentiousness of the issues for the parties and use this understanding to ask questions to the parties.
- *Show empathy* by establishing an atmosphere in which anger and tension are expressed constructively. Convey respect and neutrality to the parties. Show concern for all parties and demonstrate an open mind.
- *Be impartial* by showing equal respect to and concern for all disputants. Listen to both sides and give them enough airtime to speak.
- *Problem-solve* by assisting the parties to identify the issues, positions, interests, needs and emotions. Assist the parties to develop their own options and evaluate their alternatives. Avoid commitment to solutions early in the process. Help parties recognize possible workable solutions and evaluate them. Emphasize areas of agreement. Clarify and frame offers and counteroffers.
- *Manage the process* by handling complex personal dynamics and preventing the manipulation of the mediation by a participant. Create a safe space for participants to speak. Humor is used appropriately.

The World Bank Group Mediation Services is seeking two consultants to serve as Africa region based mediators and facilitators.

In particular, the countries of interest are Benin, Burkina Faso, Cameroon, Central African Republic, Chad, Congo, Cote D' Ivoire, Democratic Republic of Congo, Equatorial Guinea, Gabon, Gambia, Ghana, Guinea-Bissau, Liberia, Mali, Mauritania, Niger, Nigeria, Sao Tome and Principe, Senegal, Sierra Leone and Togo.

Interested applicants should submit their resume/curriculum vitae via email to kpalmer1@worldbank.org no later than COB March 4, 2022.

Required: Advanced proficiency English (reading, writing and speaking), and French Fluency is a plus.

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