

HOW TO WORK WITH CULTURAL MEDIATORS – GUIDELINES FOR SERVICE PROVIDERS

Cultural Mediators (CM) are professionals and should be treated as such.

When working with CM, you should:

Strive to create a relationship of mutual respect and trust with CM

Provide adequate briefing about the case

Explain the purpose of the intervention and the time commitment expected from CM

Make sure you explain what is expected from the CM

Review the code of practice of Cultural Mediation in the presence of the CM

Clarify any relevant policy or protocol of your agency

Set a strategy for supervision and feed back jointly with the CM for the duration of the case

Agree with CM or project staff an evaluation system before the intervention begins

Allow more time for appointments assisted by CM

Maintain your relationship with your client; ensure you keep regular eye contact with client

Ensure that your role and the role of the CM is explained carefully to the client

The seating arrangements should enable a relaxed atmosphere

Keep an open communication with the CM and project staff

In case of unprofessional behaviour from the CM report back to the project staff



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