

*Superior Court of the District of Columbia  
Multi-Door Dispute Resolution Division*

**Open Enrollment Process**

**Overview**

The Multi-Door Dispute Resolution Division (Multi-Door) is dedicated to promoting and facilitating mediation services within the Superior Court of the District of Columbia. In order to promote the highest quality mediation services, Multi-Door seeks to recruit qualified providers to serve as mediators in its programs. Applications are accepted and evaluated on a rolling basis so that Multi-Door can respond efficiently and effectively to the needs of litigants and the Court.

**Evaluation and Selection of Qualified Mediators**

Multi-Door evaluates written applications on an as-needed basis. Thus, applying to serve as a mediator does not guarantee that an applicant will be selected. Multi-Door may qualify an applicant conditionally based on their written application. Once an applicant is qualified, they must demonstrate relevant dispute resolution knowledge and skill. Qualified applicants will be observed on a Multi-Door matter in a program in which the applicant is qualified to provide services.

**Applicant's Response – Qualifications**

Qualifications for mediators are listed in this document. Applicants must provide information indicating how they meet each of the qualification criteria. Applicants must indicate if they have knowledge, training, and experience in the mediation field. With respect to those items listed below requiring competencies or abilities, applicants should use examples from their mediation experience to indicate how they meet the criteria. In addition, applicants will be required to demonstrate competencies and abilities under Multi-Door observation. With respect to the Ethical Standards identified below, applicants must submit a paragraph or more indicating their familiarity with and understanding of the most important ethical issues encountered in their mediation practice.

Please complete the google form application and, the supplemental application form(s) for your program(s) of interest (if applicable), a current resume, three letters of recommendation from persons in the ADR field, and any evaluations you may have received of ADR services you provided to: **[multidoortraining@dsc.gov](mailto:multidoortraining@dsc.gov)**

## **Minimum Qualifications**

(Please read the minimum qualifications section carefully before submitting your application.)

- I. **Mediation Experience (you must meet at least one qualification listed)**  
Applicant must have at least six months of experience as a mediator and have mediated at least twelve cases within the last two years. Additionally, one or more of the following experience levels is preferred:
  - a. minimum of four years of professional experience, or
  - b. affiliation with and accountability to a dispute resolution organization in existence for at least three years, or
  - c. appointment to mediate by a judicial or government body.
- II. **Mediation Training (you must meet both qualifications listed)**
  - a. Minimum of 40 hours basic mediation skills training, to have included: steps of mediation process, role of mediator, mediation skills and ethical standards for mediators, coached role plays, and an evaluation of the trainee's performance; and
  - b. Apprenticeship under the supervision of an experienced mediator, to have included: observation of actual mediation with debriefing, performance of actual mediation under observation with debriefing, and final evaluation of trainee's performance.
- III. **Competency in Mediation Skills**  
Demonstrated competency in the following mediation skills: active listening, reflecting or reframing, problem-solving and negotiation, impartiality/neutrality, empathy, and managing the interaction, managing the mediation process.
- IV. **Training in Ethical Standards of Mediation Practice**  
Applicant must have been trained in mediation ethics; training may have been included as part of an applicant's 40 hours of basic mediation skills training (see section II). The application asks each applicant to list the ethical standards training they have participated in and describe their understanding of the application of these standards in practice.
- V. **Additional Qualifications for Select Programs**
  - a. For the *Child Protection Mediation Program*: knowledge of or experience with District of Columbia and Federal Child Welfare laws and regulations. (Trial lawyers and social workers currently working in the D.C. Superior Court are not eligible to apply.)
  - b. For the *Family Mediation Program*: experience mediating issues of physical custody, legal custody, visitation, and child support. Knowledge of DC family law and child support guidelines is preferable; if you do not have this knowledge, you will be required to view our training DVD on this topic.
  - c. For the *Small Claims Mediation Program*: general knowledge of and experience with consumer and contract disputes.
  - d. For the *Tax Mediation Program*: knowledge of real estate tax assessment practices in the District of Columbia.
  - e. For the *Civil Mediation Program*: knowledge of or experience with civil litigation in the District of Columbia or other U.S. jurisdictions, or substantial experience in one or more of the civil disputes substantive knowledge topics listed in "Areas of Expertise" in the application.

- f. For the *Probate Mediation Program*: knowledge of or experience with Probate matters.
  - g. For the *Landlord and Tenant Mediation Program*: knowledge of and experience with landlord-tenant laws in the District of Columbia.
- VI. Desired Qualifications  
Expertise in any of the “Areas of Expertise” listed at the end of the google application.