

Position Title:	Mediation Case Manager	Department:	Dispute Resolution Center
Reports to:	Mediation Program Manager	Classification	Exempt <input type="checkbox"/> Non Exempt <input checked="" type="checkbox"/>
Status:	Part Time (16 hrs/week)	Supervises:	Yes No <input checked="" type="checkbox"/>

GENERAL FUNCTION:

The Mediation Case Manager performs duties as case manager, conciliator and mediator; provides information and support that increases the likelihood of successful mediation case outcomes; and works closely with clients, builds relationships with the legal community and other family services professionals.

QUALIFICATIONS:

- Bachelor's degree or equivalent experience
- Experience and knowledge in the field of conflict resolution
- Mediation skills preferred
- Basic mediation training and broad-based experience as a certified mediator
- Effective written and verbal communication skills; organizational skills
- Competence in all MS Office Suite products
- Customer service oriented
- Ability to work cooperatively with staff, volunteers and community

PRINCIPAL ACTIVITIES:

- Oversee mediation processes from intake to case closure
- Meet regularly with family mediation team to provide support and address upcoming challenges
- Review protective orders and other court orders which might impact mediation
- Use active listening techniques and conflict resolution skills to provide information on services, complete pre-mediation case work, conciliate and mediate family cases
- Maintain mediation files
- Build strong relationships with mediators, legal community and family service providers including Child Protective Services and Court Facilitators
- Attend required training and in-services
- Other duties that relate to the DRC family mediation program as assigned

If you wish to apply for this position, please email your cover letter and resume to: recruiter@voaww.org.

Volunteers of America provides equal employment opportunities to all employees and applicants for employment without regard to race, sex, age, sexual orientation, marital status, color, creed, religion, national origin, disability, disability or status as veteran or special disabled veteran, use of trained guide dog or service animal by a person with a disability. We are in accordance with applicable federal laws and in compliance with the Americans with Disability Act, to include HIV Aids and other communicable diseases covered under the Act. Additionally, the agency complies with applicable state and local laws governing non-discrimination in employment.