

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"/>
Date:	December 2018	Supervises:	Yes No <input checked="" type="checkbox"/>

VOLUNTEERS OF AMERICA WESTERN WASHINGTON is a private, not-for-profit human service agency serving the needs of families, seniors and the disabled in Western Washington. Our successful track record of supporting those we serve and being on the leading edge of new and innovative programs makes us a leader among human service agencies in Western Washington. Come be a part of what we do and make a difference every day!

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; sets up and maintains mediation and database files; works closely with clients, builds relationships with the legal community and other family services professionals; and uses active listening techniques, neutrality and conflict resolution skills to assist disputants.

QUALIFICATIONS:

- Bachelor's degree or equivalent experience
- Experience and knowledge in the field of conflict resolution required
- Mediation skills helpful
- Basic mediation training and certified mediator preferred
- Effective written and verbal communication skills; organizational skills
- Competence in all MS Office Suite products
- Customer service oriented
- Ability to work within established system for case management
- 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.

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*Dispute Resolution Center
Employment Opportunity*