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| Position Title: | Practicum Coordinator | Department: | Dispute Resolution Center |
| Reports to: | Mediation Program Manager | Classification | Exempt <input type="checkbox"/> Non Exempt <input checked="" type="checkbox"/> |
| Status: | Part Time (16-20 hrs/week) | Supervises: | Yes No <input checked="" type="checkbox"/> |

GENERAL FUNCTION: Coordinate & manage various mediator programs and activities for Snohomish and Skagit Counties. Supervise volunteer mediators. Act as spokesperson for the practicum, provide first contact with new students, answer questions and register students for trainings.

QUALIFICATIONS:

- Bachelor's degree or equivalent experience
- Experience and knowledge in the field of conflict resolution
- Experience working with or managing volunteers
- Minimum of 80 hours training in mediation and broad-based experience as a certified mediator
- Effective written and verbal communication skills
- Experience with network computer system preferred
- Ability to develop and motivate people through appropriate feedback
- Ability to work cooperatively with staff, volunteers and community
- Experience in public speaking, training or teaching preferred

PRINCIPAL ACTIVITIES:

- Operate the volunteer mediator program including recruiting, interviewing, training and scheduling volunteers.
- Build relationships with volunteers by providing mediation support, answering questions and troubleshooting issues.
- Maintain a quality assurance program by evaluating individual mediators and interns, reviewing mediator paperwork, client evaluations and observation forms. Analyze and facilitate progress of mediator interns through the internship process.
- Plan and coordinate with training department to offer in-service training sessions.
- Mediate, evaluate & supervise mediators in cases. Conduct or facilitate Professional Standards Evaluations and final certification mediations. Provide guidance and skill development.
- Provide on call support to mediators during evening and Saturday mediations.
- Oversee and maintain mediator files and complete monthly volunteer hours reports.
- Talk with potential students and manage the registration process for trainings.
- Assist with conducting conflict resolution training and mediation workshops.
- Work with case coordinators and mediators to address emerging trends in mediation.
- Provide program development and maintenance. Coordinate and develop other projects/programs 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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