

Position Title:	Practicum Coordinator	Department:	Dispute Resolution Center
Reports to:	Regional Director	Classification	Exempt <input type="checkbox"/> Non Exempt <input checked="" type="checkbox"/>
Date:	November 2019	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: Coordinate & manage various mediator programs including recruiting Small Claims volunteers, 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.

Dispute Resolution Center Employment Opportunity

- 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

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.