



WESTERN WASHINGTON

POSITION: Program Coordinator (Skagit)

IMMEDIATE SUPERVISOR: Regional Director
PROGRAM: Dispute Resolution Center
HOURS & WAGES: Part Time/24 hours per week/DOE
DATE: January 2017

VOLUNTEERS OF AMERICA WESTERN WASHINGTON is a private non-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:

To assist the Regional Director, Senior Director, and Director of Operations in a variety of training, volunteer management, marketing, intake and community projects. Responsible for coordinating Skagit programs requiring a diversity of skills depending on programs' needs. Assist in the overall Dispute Resolution Center programs & functions.

QUALIFICATIONS:

- Bachelor's degree or equivalent and 4 years of relevant experience.
- Demonstrated belief in alternative dispute resolution processes with knowledge of mediation, facilitation and training coordination.
- Currently certified or ability to become certified as a Washington State Mediator soon after employment.
- Experience in Program Administration.
- Effective written and verbal communication skills.
- Marketing skills, including the development of promotional and training materials.
- Highly developed interpersonal skills with the ability to work cooperatively with staff, volunteers and community.
- Ability to prioritize and work independently on complex tasks.
- Basic proficiency with computers, word processing skills.
- Bi-lingual (Spanish) preferred.

PRINCIPAL ACTIVITIES:

- Manage day-to-day Skagit office operations.
- Coordinate and promote services, trainings, projects, and workshops.
- Promote Small Claims Court, mediation and facilitation programs.
- Assist in marketing/outreach conflict resolution services to partners and community.
- Assist with the scheduling of clients, rooms and volunteers.
- Support collection of data for DRC reports.
- Assist with recruitment of volunteer mediators.
- Assist with coordination of volunteer mediators' activities and programs.
- Assist with coordination of in-service training sessions for volunteers.

- Organize and maintain volunteer mediator records.
- Oversee and maintain client files, computer data and monthly volunteer reports.
- Assist in coordinating VOICE trainings and case management.
- Prepare mediation rooms and technical aspects of usage.
- Order supplies for the Skagit office and oversee the general appearance common areas and mediation rooms.
- Connect with Snohomish office through staff meetings, trainings and correspondence.
- Coordinate and develop other projects/programs as assigned.

If you wish to apply for this position, please send 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.