



CLASSIFICATION NO. 208
Established: 11/19
FLSA: Exempt
EEO: 2

MEDIATOR 1

CLASS CHARACTERISTICS

Under general direction, to provide conflict resolution services, and to coordinate and participate in the provision of conflict resolution and skill development to families, community members, and organizations; to oversee the work of volunteers and/or intern mediator and trainers; and to do other work as required.

DISTINGUISHING CHARACTERISTICS

The Resolution Services Department provides conflict resolution services to people and organizations experiencing conflict and those seeking resources so they can resolve their difference peacefully, develop skills for the resolution of future conflicts and build safe, healthy relationships and communities.

The Mediator series provides a variety of direct conflict resolution and skill development services. The Mediator 1 provides basic services, including: mediation, facilitation, and relationship coaching, and skill development including mediation training, facilitation training, and continuing education for mediators; coordination of staff, volunteers, interns, and contractors providing conflict resolution and skill development services, and are responsible to oversee and/or participate in intake, case assessment, and conflict resolution sessions. The Mediator 1 also assists in providing public relations outreach activities to promote dispute resolution service in the community or at schools and coordinates other services and trainings.

The Mediator 1 differs from the Mediator 2 in that the latter must possess a Master's Degree as required by Chief Justice Rule No. 05-028 and performs family law mediation.

TYPICAL TASKS

Duties may include but are not limited to the following:

1. Provides direct services, including mediation, facilitation, relationship coaching, and other dispute resolution services to parties involving a variety of matters; conducts intake services; documents case information; prepares letters, memos and written agreements for the disputing parties.
2. Coordinates other services and trainings and supervises staff and volunteers who provide these services; administers assessment tools, makes recommendations to the court.
3. Performs case management duties related to clients; refers callers to other community services; collaborates with collaborative agencies regarding joint client services.

4. Provides experiential education and coaching services to a variety of interested parties, including schools and organizations; develops, reviews and updates skill development curricula as necessary.
5. Leads the work of program staff along with temporary, contracted, and volunteer or intern mediators and trainers; prioritizes and assigns cases to staff or volunteer mediators where appropriate; coordinates staff work plans and schedules to accomplish program goals; monitors and leads the work of staff performing mediation case activity; monitors and leads the work of staff performing training services.
6. Assists in coordinating community outreach and public relations activities; develops promotional program; promotes mediation and conflict resolution services by attending meetings and presenting information to community groups, schools, public and private agencies; participates in local mediation related events.
7. Assists with grant writing and budgeting; performs grant administration and financial reporting; monitors expenses and revenue reports; makes recommendations related to grant management.
8. Develops and maintains record keeping consistent with office procedures and systems; creates and maintains complete and accurate files, manages mailing lists; prepares reports.
9. Monitors and evaluates program effectiveness and recommends program changes.
10. Participates in continuing education trainings; prepares and conducts continuing education trainings and psycho-educational workshops for peers and community members.

REQUIRED KNOWLEDGE AND SKILLS

Thorough knowledge of: Alternative dispute resolution principles and applications in various areas which may include: mediation ethics, family, community based, or victim offender mediation services; small claims, foreclosure, and workplace mediation; program and case management methods and techniques.

Working knowledge of: Principles and techniques of lead work; principles and techniques of mediation; group and family dynamics; interviewing techniques; contraindications to alternative dispute resolution such as psychopathology; principles and practices of public relations; restorative justice principles and practices; evaluation methods and research procedures; report preparation; available social service and community resources; laws, procedures and techniques specific to assigned cases, such as: juvenile justice, foreclosure, small claims, probate.

Skill to: Mediate, facilitate, and/or coach between diverse individuals experiencing conflict within families, individuals, neighbors, and organizations; intervene effectively in stressful conflict and occasional hostile situations; assess and evaluate conflicts and determine appropriate courses of action; maintain client confidentiality; coordinate, train and supervise the work of adult and teen mediation volunteers, interns, contractors, and other staff; maintain accurate and complete electronic records; effectively organize work; communicate effectively, both orally and in writing; relate to a wide variety of people; prepare and present effective written and statistical reports, promotional materials and media releases; research and prepare grants for funds; operate computer software and other office equipment; prepare and deliver oral presentations; establish

and maintain effective working relationships with co-workers, clients, judges, attorneys, community, private and governmental agencies, County employees and the public; work as a team member.

MINIMUM QUALIFICATIONS

Minimum qualifications are used as a guide for establishing the minimum experience, education, licensure, and/or certifications required for employment in the classification. The following minimum qualifications are established for this classification. Additional minimum qualifications and special conditions may apply to a specific position within this classification and will be stated on the job announcement.

Experience: A minimum of one (1) year of related experience that would provide the required knowledge and skills to perform the responsibilities of this position.

Education:

- Completion of minimum 30 hours Basic Mediation training.
- Positions that will provide conciliation (counseling), must meet minimum standards as defined in ORS 107.610.

Licenses/Certifications: None Required.

PRE-EMPLOYMENT REQUIREMENTS

Must successfully pass a criminal history check which may include national or state fingerprint records check.

Driving may be necessary for County business. For position(s) with occasional/incidental driving, incumbents must possess a valid driver's license. Accommodation requests for an acceptable alternative method of transportation will be reviewed on an individual basis in compliance with State and Federal legislation. For position(s) with regular driving, incumbent(s) must also possess and maintain an acceptable driving record throughout the course of employment.

POST-EMPLOYMENT REQUIREMENTS

Within six (6) months of hire, must meet minimum qualifications for coordination of assigned service area as defined in application rule or law, such as: Community Mediation as governed by ORS Chapter 36; Foreclosure Mediation as governed by OAR 137-110-0110; and other requirements that may be required for specific program areas.