



CLASSIFICATION NO. 290
Established: 7/01
Archived: 3/19
Reactivated, Revised and Retitled: 7/23
FLSA: Exempt
EEO: 2

RESOLUTION SERVICES MANAGER

CLASS CHARACTERISTICS

Under direction, to plan, organize and manage the activities and personnel of multiple mediation services programs; to develop program policies and conduct long-range planning and program evaluation; fund development; and to do other work as required.

DISTINGUISHING CHARACTERISTICS

The Resolution Services Manager classification is used within the Department of Health, Housing, and Human Services to manage an alternative dispute resolution program that provides services to individuals needing family law mediation and community based mediation services, including but not limited to eviction prevention mediation services

The Resolution Services Manager is responsible for planning and coordinating and managing mediation services programs, activities and staff. This position focuses on long-range planning, development of funding resources, and collaboration with outside partners and agencies. The Resolution Services Manager is responsible for policy and program development and implementation.

The Resolution Services Manager differs from the Human Services Manager as the former typically manages diverse program activities through subordinate supervisors. It also differs from Mediator classifications which provide a variety of direct conflict resolution and skill development services, but do not have responsibility for long-range planning, program development or staff supervision.

TYPICAL TASKS

Duties may include but are not limited to the following:

1. Plans, assigns and directs the activities of mediation services; develops work plans, allocates resources, and develops schedules to accomplish program goals; develops, maintains, and provides direction to the Advisory Committee for the Dispute Resolution Center.
2. Develops and implements program policies, procedures and guidelines within department and legal standards; reviews, interprets and clarifies relevant statutes, regulations and department policies.
3. Monitors and evaluates program effectiveness in meeting established objectives; develops quality assurance standards and implements review process; responds to client complaints and appeals of decisions made by subordinates.

4. Hires and manages staff; conducts performance evaluations and administers discipline; promotes team efforts among staff; provides technical and professional expertise as needed; provides direction to staff on complex or sensitive cases; consults with staff to review difficult cases; coordinates hiring and supervision of volunteer mediators; provides for continuing training for volunteer mediators.
5. Develops and maintains funding mechanisms for mediation services; negotiates contracts with county and other governmental agencies; researches and writes grant proposals to obtain program funding; develops other financial resources and new programs to administer; prepares, updates, and manages budgets and grant funds; provides reports and program reviews to the funding sources; reviews and authorizes program expenditures.
6. Mediates complex, sensitive, and multi-party cases; co-mediate with staff and volunteers to provide case supervision and training.
7. Develops and provides training in mediation, collaborative-based negotiation, communication, and conflict resolution to citizens, governmental agencies, business organizations, and other groups.
8. Plans, supervises, and implements public relations and outreach activities for mediation services; provides program information to public, community groups, and agencies through brochures, newsletters, and press releases; coordinates and promotes alternative dispute resolution program activities with local, state, and national alternative dispute resolution programs and associations.
9. Advocates for the sustainable operation of programs; maintains effective relationships with court judges, administrators, and liaisons and grant funders and administrators; fosters collaboration within and between internal County departments/divisions.

REQUIRED KNOWLEDGE AND SKILLS

Thorough knowledge of: Principles of mediation, negotiations, communications, alternative dispute resolution principles and practices; case management methods and techniques.

Working knowledge of: Principles of public administration; techniques of supervision; marketing, budget/grant administration, and personnel management; principles and practices of program development; participative management theories; principles and techniques of peer mediation; office equipment, including personal computers and software programs.

Skill to: Plan, direct, and manage the work of staff and volunteers; effectively develop and utilize available staff, program and community resources; conduct mediations and facilitate group problem solving between individuals experiencing difficult and stressful circumstances; communicate effectively, both orally and in writing; relate to a wide range of clients, personnel, professional staff, volunteers, and community representatives; interpret statutes, regulations and rules; develop policies and procedures; gather, evaluate and interpret data; direct staff in continuous efforts to improve quality productivity and effectiveness; incorporate team participation in decision making; respond to changes desired by citizens and County staff; establish and maintain effective working relationships with community, private and government agencies, County employees and the public; prepare and deliver oral presentations before public groups; operate computer software and other office equipment.

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 seven (7) years 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.
- Must meet minimum standards for conciliation (counseling) 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; Court-Connected Mediation as governed by Chief Justice Rule No. 05-028; Foreclosure Mediation as governed by OAR 137-110-0110; and other qualifications that may be required for specific program areas.