

MEDIATION Co-Director

Application Deadline: We will be accepting applications on a rolling basis until the position is filled. We will begin reviewing applications April 2.

Application Instructions

Please submit to sunsong@resolutionsnorthwest.org:

1. **Resume (and/or video) highlighting your conflict exploration life experiences and possibly work or volunteering experience**
2. **Cover Letter (and/or Video) that addresses:**
 - **Previous experience with mediation**
 - **How you see the connection between equity and mediation and your experience applying that analysis**
 - **Why you are interested in this job**

Status: Temporary- possibility of permanent. Two years funded currently, .75-1.0 FTE

Compensation: \$60,000 for 1.0 FTE; health insurance; benefits

Start Date: As soon as filled

POSITION SUMMARY

Point person in piloting Landlord-Tenant mediation program, and provide mediation services to the Portland community and beyond.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Develop a new Landlord-Tenant mediation program – working as part of a collaboration of service providers and other agencies- be point person and main admin of program. Develop assessment tool and intake questions- track participation and outcomes. Using equity tools make sure entire program and process is infused with equity awareness.

2. Provide equity informed mediation services in routine and complex disputes involving individuals and multiple parties, via telephone, zoom or in person:
 - a. Interview disputants
 - b. Research and analyze issues, develop and implement mediation strategies;
 - c. When applicable, provide information about requested community resources to clients
 - d. Develop and maintain detailed, thorough and accurate reports and corresponding case files
3. Help supervise and mentor the work of volunteers
4. Provide support at Mediation trainings
5. Support other RNW staff related responsibilities such as:
 - a. Grant writing support as needed
 - b. Update existing mediation training materials
 - c. Create new professional development materials/agendas
 - d. Serve as a spokesperson for all RNW services and programs
6. Participate in RNW initiatives to align our values and mission in practice organizationally and in our services. (See values/mission below)
7. Attend RNW staff and Mediation Team Meetings
8. Track and enter activities and case data into caseload manager
9. Participate on RNW committees as we are a newly flattened structure and trying to build out what that means for us as an organization.
10. Other duties as needed

PHYSICAL DEMANDS

1. Ability to execute required responsibilities including, but not limited to, regular public presentation, providing typed communication, and extended speaking and listening in person and on the phone. Presently all services are offered on-line.
2. Ability to travel to meetings in the Portland metropolitan area and beyond.

3. Ability to transport supplies (e.g., chart-packs and easels) preferred.

Whenever necessary, RNW will make every effort to provide reasonable accommodations, in accordance with the ADA.

WORK ENVIRONMENT

This position will primarily take place remotely, with option for future work in a shared office setting at a desk with a computer and a phone. This position also requires a flexible work schedule, including some evenings and weekends, as well as traveling to training sites in the Portland, Oregon area as needed in future times.

QUALIFICATIONS

The following qualifications and skills will be needed on the job. If you have acquired them through lived experience or professional work, please show how you have demonstrated them. If not, please let us know what support you would need to acquire them.

Experience, Education and/or Training

1. Knowledge of and experience with community mediation; including Landlord/tenant conflicts.
2. Knowledge of and experience with facilitating mediated sessions.
3. Experience developing and delivering trainings.
4. Public speaking experience.

Skills & Areas of Knowledge

1. Demonstrated ability to recognize and address underlying issues of racial and social justice and equity.
2. Long-term lived experience, and on-going relationships, with diverse and under-represented communities.
3. Intercultural competency and responsiveness; strong cross-cultural communication and applied equity awareness.
4. Ability to work independently and collaboratively with a wide range of individuals & entities.

5. Demonstrated ability to effectively apply case management principles, practices, methods and techniques.
6. Demonstrated ability to prioritize among multiple projects and tasks and meet deadlines.
7. Strong organizational and time management skills.
8. Demonstrated experience facilitating productive conversations about conflict resolution and racial / social justice.
9. Willingness and ability to handle multiple tasks and conflicting priorities effectively.
10. Competency working with MS Office software (Word, Excel), database systems and familiarity with web-based data management systems (such as Caseload Manager and CiviCRM).
11. Ability to manage flexible work schedule, including some evenings and/or weekends.

PREFERRED QUALIFICATIONS:

1. Ideal candidate would have second language fluency or more.
2. “We said it once and we'll say it again, if you're excited about this position we hope you apply - imposter syndrome is real and no one ever meets 100% of the qualifications.”

Resolutions Northwest embraces excellence through diversity, advocates the principles and spirit of affirmative action, and is strongly committed to the promotion of: race, gender, ability and class equity, throughout our programs and services. To this end, RNW is an equal opportunity employer. Candidates representing untapped communities are highly encouraged to apply.

Mission and Values

Resolutions Northwest is committed to the journey of shifting practices and structures to align with our values and mission. This is often a process of undoing, creating and committing to action for outcome shifts in pursuit of our mission of furthering racial and social justice. We are currently reorganizing to a flatter hierarchy, have pay equity across programs, seek increased collaboration across programs and engage our values while disengaging from white supremacy culture. We welcome candidates who have passion, willingness and commitment to walk in integrity with us on this path. We offer transparency that

if typical hierarchal organizational structures are what you seek, this may not be a good fit.