



# Dispute Resolution Center OF THURSTON COUNTY

## Volunteer Manager Job Description

The Dispute Resolution Center empowers people to resolve their disputes by providing direct conflict resolution services and training community members in those skills. We envision a South Sound community that has and uses healthy and respectful conflict resolution skills. We value personal empowerment, integrity, respect, collaboration, civility, and trust.

The DRC story in Thurston County began in 1990 with the simple notion that residents can settle their own disputes and learn effective communications with the help of others who have learned practical, teachable and highly effective skills as neutral facilitators. The Dispute Resolution Center of Thurston County is one of 21 DRCs operating independently and collaboratively to serve Washington State.

### RESPONSIBILITY

Build and maintain a vibrant community of practice and service delivery among mediators, phone conciliators, other volunteer staff and paid staff.

### DUTIES

- Lead county-wide volunteer recruitment and retention efforts via proactive relationship-building and communication;
- Actively identify, place, and support volunteers in various roles within the organization to ensure quality program service, including administrative interns, work study students, phone conciliators, speaker's bureau presenters, facilitators and trainers;
- Manage the mediator apprenticeship program, including reviewing exams, coaching mediators at all stages of the practicum, scheduling final mock mediations, certifying senior mediators, overseeing recertification standards are upheld, and maintaining practicum records in the volunteer management database;
- Support coordination of the professional mediation, family, and multi-party trainings in partnership with the Training Manager and Business Manager, to include soliciting and communicating with presenters and coaches;
- Implement annual calendar of internal training opportunities, such as in-services for conciliators and mediators, which includes developing programs and notifying volunteers;
- Provide onsite logistical support and presentation assistance to Training Manager at public trainings;
- Ensure consistent, multi-faceted communication and relationship-building with and among prospective and current volunteers;
- Participate, as needed, in community outreach, fundraising activities and special events.

## **REQUIRED EDUCATION AND EXPERIENCE**

- Bachelor's degree and five years' experience working in positions of increasing responsibility with public or non-profit organizations;
- Education requirement may be met by additional teaching and/or non-profit work; &
- Completion of basic 40-hour mediation training.

## **DESIRED ADDITIONAL EXPERIENCE**

- Certification as a Senior Mediator with a community-based mediation agency with three years' experience working in a paid or volunteer capacity;
- Ability to demonstrate mastery in performing the role of an impartial third party; &
- Experience working in related fields such as teaching, training, coaching, or human resources.

## **SKILLS AND ABILITIES**

- Understanding and commitment to the mission and service goals of the DRC;
- Excellent oral and written communication skills;
- Demonstrated effective teaching / training / coaching abilities;
- Strong organization skills, especially attention to detail and follow-through;
- Ability to work a flexible work schedule including some weekend and evening work;
- Basic computer literacy, specifically database management and the Microsoft Office suite;
- Interest in being part of a small, collaborative work team;
- Ability to drive, lift a minimum of 30 pounds, and climb one flight of stairs; &
- Dynamic, people-focused presence with a demonstration of intercultural awareness & humility.

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## **VOLUNTEER MANAGER**

### **Conditions of Employment:**

This is a part-time, 25 hours per week, exempt position. The annual salary range is dependent upon on experience. Benefits offered include pro-rated health coverage (based upon FTE), retirement, holidays, personal leave and agency match contributions into a 403 (b) retirement account up to 3% of the position's pre-tax salary. The daily work schedule is arranged with the Executive Director. The Dispute Resolution Center is an Equal Opportunity Employer.

### **Application Process:**

Submit cover letter, resume and three references to:

Dispute Resolution Center of Thurston County  
Attn: Jody Suhrbier, Executive Director  
PO Box 6184  
Olympia, WA 98507

Complete, electronic applications will also be accepted at [info@mediatethurston.org](mailto:info@mediatethurston.org).

Incomplete applications will not be reviewed.

Application review will begin February 27, 2019.