



Dispute Resolution Center OF THURSTON COUNTY

Case Support Specialist 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.

With the roots of community mediation included in the 1964 Civil Rights Act, the story of the DRC 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 impartial facilitators. The Dispute Resolution Center of Thurston County is one of 21 DRCs operating independently and collaboratively to serve Washington State.

RESPONSIBILITIES

Contribute to efficient and effective 'best practice'-based case management for eviction prevention and other conflict resolution services.

SUPERVISION & COLLABORATION

Supervised by Mediation Manager. Works in collaboration with Resolution Specialist, Executive Director and other agency staff. Works in collaboration with and supervises volunteers, as appropriate, in carrying out case management and outreach activities.

DUTIES

- Client intake, information sharing and referral;
- Client and mediator/observer notification;
- Client conciliation and coaching;
- Case management, in coordination with staff team;
- Maintain client records systems, in collaboration with other case support staff;
- Generate and strengthen community relationships related to program delivery;
- Coordinate and communicate with Eviction Prevention partners; &
- Support the agency's fundraising and volunteer engagement events in coordination with other staff.

DESIRED EXPERIENCE

- Database management/maintenance;
- Customer/client relations and communication in a business or non-profit setting;
- Non-profit administration and development; &
- Conciliation, mediation, facilitation and/or collaborative teamwork.

ESSENTIAL SKILLS AND ABILITIES

- Strong organizational skills, attention to detail, follow-through, and ability to manage multiple projects and priorities;
- Excellent oral and written communication skills;
- Strong computer literacy, including databases and Microsoft Office suite;
- Ability to work a flexible work schedule including some weekend and evening work;
- Ability to drive, lift a minimum of 30 pounds, and climb one flight of stairs;
- Interest in being part of a small, collaborative work team;
- Willing to continue to learn and work in changing environment; &
- Understanding and commitment to the mission and service goals of the DRC;

Conditions of Employment:

This exempt position is flexible at 20 hours/week minimum and 40 hours per week maximum, as determined at time of hire. The salary range is dependent upon experience. There is a 90-day probationary period for all new hires. Funding for this position is guaranteed through June, 2021, with secure, long-term funding being sought.

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 hybrid remote and onsite work schedule is arranged with the supervisor. 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.
Incomplete applications will not be reviewed.

Application review will begin immediately.