



## EMPLOYMENT OPPORTUNITY

### Temporary Conflict Resolution Specialist – Dispute Resolution Program

### 40 hours/week

#### **Accepting Applications Until Filled**

This is a temporary position with a projected end date no sooner than June 23, 2022.

**Send resume to:** Marco Antonio Ortega, Director of the Dispute Resolution Program

[marco@ochumanrelations.org](mailto:marco@ochumanrelations.org)

***Please submit resume in pdf format. Cover letters accepted but not required.***

In collaboration with other Dispute Resolution Team members, this individual will support the delivery of mediation services provided to Orange County residents by the Orange County Human Relations Council through funding received from the County under the Dispute Resolution Programs Act (DRPA). OC Human Relations has been providing these services in Orange County for over 20 years.

#### **CORE DUTIES**

The responsibilities of the Conflict Resolution Specialist:

- Provide intake over the phone for new community mediation inquires and assign cases to volunteer mediators.
- Conduct community mediations in person at our Santa Ana office and virtually via zoom.
- Supervise, coach, and mentor volunteers and interns for the community mediation program.
- Collect, analyze, and report community mediation program data.
- Manage new volunteer mediator inquiries and applications.
- Support the civil and family mediation programs in person at the Central Justice Center and the Lamoreaux Justice Center on an as needed basis.

#### **OTHER DUTIES**

- Maintain open communication with Program Director about priorities, projects, and workload
- Work with Program Director to create and revise protocol and practices to meet changing needs
- Work with Development Team to develop program marketing materials as needed
- Facilitate or support agency trainings, community meetings, and dialogues as time permits

#### **MINIMUM QUALIFICATIONS**

- DRPA Basic Mediation Certification
- Facilitative mediation experience in a civil court setting
- Some working knowledge of alternative dispute resolution practices generally

#### **DESIRED QUALIFICATIONS:** Preferred but not required

- Bilingual (Arabic, Korean, Mandarin, Spanish, or Vietnamese) skills
- Experience with mentoring and providing constructive, supportive feedback.
- Formal educational background in Conflict Resolution, Peace Studies, Dispute Resolution, or a related field.
- Experience facilitating family mediation cases, particularly division of assets/debts and spousal support.
- Education or experience in restorative justice practices.

## **DESIRED CHARACTERISTICS**

Ability to:

- Represent the values of OC Human Relations with integrity
- Work with diverse individuals and groups to promote cooperative and amicable resolution of conflict
- Interface effectively with court personnel and judicial officers
- Seek out and develop partnerships with other community organizations
- Work independently, be well organized, and able to work on multiple projects
- Prepare comprehensive written reports and deliver engaging presentations
- Have the flexibility to work some evenings and weekends
- Inspire trainees and volunteers to be passionate about conflict resolution and mediation

Knowledge of:

- Mediation and ADR Theory and Practices
- Court system and its processes
- Individual and intergroup relations and problem-solving techniques

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## **EMPLOYMENT PACKAGE**

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**This position is a temporary full-time position, 40 hours a week, starting as soon as possible. The end date for this position will be no sooner than June 23, 2022.**

Salary for this position is **\$24.83 per hour**.

Because this is a temporary employment, components of a full-time employee benefits package including but not limited to, Vacation Leave, Bereavement Leave, Health, Dental, Vision, Life Insurance, FSA (Flexible Spending Account), and 401K Retirement Plan benefits will not be provided.

The only fringe benefits provided in the employment package for this temporary position are prorated based sick leave and a mileage reimbursement of \$.625 per mile for mileage above and beyond the normal commute to work that is incurred while on the job and is necessary to complete work responsibilities, if any.

### **Organizational Profile:**

*At OC Human Relations we believe ALL people have a right to live free from discrimination and violence based on any aspect of their being.*

*Founded in 1991 as a non-profit 501(c)3 organization, OC Human Relations is a nationally recognized leader in creating safe, inclusive schools and communities, developing diverse leaders, mediating conflict and building respect and inclusion among all people.*

*OC Human Relations helps shape the future through innovative programs like the BRIDGES Safe and Respectful Schools Program, the Restorative Schools Program, Intergroup Dialogues, Hate Crime documentation, Community Building, programming around organizational Diversity, Equity and Inclusion, Diverse Leadership Development, Mediation and Conflict Resolution.*

*OC Human Relations is an equal opportunity employer.*