

Job Description: DISPUTE RESOLUTION CENTER PROGRAM COORDINATOR

CLASS NO.: 801

EEOC CATEGORY: Professional

PAY GROUP: 8/9/10

FLSA: Exempt

SUMMARY OF POSITION

Performs advanced planning, research, consultative, technical and program administration work for the Dispute Resolution Center. Work involves developing, implementing and managing local and regional program plans. Work also involves establishing program goals and objectives; developing program guidelines; developing schedules, priorities and standards and evaluating activities. Works under minimal supervision with considerable latitude for the use of initiative and independent judgment.

ORGANIZATIONAL RELATIONSHIPS

1. Reports to: Deputy Executive Director/Finance Director.
2. Directs: May supervise support personnel or contractors.
3. Other: Has regular contact with judges and attorneys; juvenile probation officers; legal, community, and social service groups and organizations; Dispute Resolution Center volunteers; and the general public.

EXAMPLES OF WORK

Essential Duties*

Plans and implements Dispute Resolution Center programs, ensuring compliance with applicable local, state, and federal policies and statutes;

Liaison to volunteer Mediators;

Adheres to program guidelines, procedures and policies;

Prepares budgets and performs other administrative duties;

Schedules mediations with lawyers, clients, volunteer mediators and judges as necessary;

Assists in development of program funding plan;

Prepares, reviews, and submits required reports, papers, correspondence, and other documents, ensuring clarity, completeness, accuracy, and conformance with applicable policies;

Makes presentations regarding DRC to legal community, and civic and social service groups and organizations;

Completes and maintains spreadsheet for tracking of mediation schedule and payments;

Plans and moderates remote mediations via Zoom;

Assists in the coordination of program activities with other agency departments and liaison activities to various policy and advisory committees, governmental agencies, local officials, and community and private sector organizations on matters relating to program activities; and

Prepares, schedules, and attends various meetings and seminars and makes presentations, as

* for the purpose of compliance with the Americans with Disabilities Act (ADA)

appropriate.

Other Important Duties*

Performs such other related duties as may be assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of: local, state, and federal guidelines and policies governing the field of Alternative Dispute Resolution; and the current legislation which affects the DRC including funding, operations, and qualifications.

Skill/Ability to: understand, apply, and communicate to others effective working relationships with volunteer mediators, case referral services, attorneys, school representatives, and the general public; demonstrate proficiency in both oral and written communications; evaluate and prepare Dispute Resolution programs, and prepare reports on services; and develop the program budget.

Adhere to all company policies, procedures and guidelines.

ACCEPTABLE EXPERIENCE AND TRAINING

Master's degree in communications, political science, sociology, social work, public relations, public administration, or a related field;

or bachelor's degree in communications, political science, sociology, social work, public relations, public administration, or a related field, plus at least four years of progressively responsible experience in related field;

or any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

CERTIFICATES AND LICENSES REQUIRED

Appropriate Texas driver's license or available alternate means of transportation.

Must have completed or be willing to complete within three months of the date of hire, the 40 hours basic mediation training and the additional 30 hours family law mediation training. Training will be covered at the expense of the Panhandle Regional Planning Commission.

* for the purpose of compliance with the Americans with Disabilities Act (ADA)