

<b>POSITION:</b>	ERPP Resolution Specialist ~ Supervisor	<b>SUPERVISOR:</b>	Executive Director (ED)
<b>FLSA STATUS:</b>	Hourly: Non-Exempt	Hours:	30 hours per week / M-F 9 - 3 (flexible hours may be required to serve clients, including weekends and evenings, with overtime pre-approved by the Executive Director).

This job description is prepared to support our mission to promote and provide for peaceful resolution of conflict through mediation, facilitating, conciliation, and other means, in Clallam and Jefferson Counties. The purpose of this job description is to provide a guide by which you and the management of Peninsula Dispute Resolution Center (PDRC) may measure your progress and ability to meet our commitment.

### POSITION SUMMARY

**The Eviction Resolution Pilot Program (ERPP) supervisory position is 30-hours per week and pays \$24 per hour. Successful, new-hire sign on bonus totaling \$1000. provided (one month and 6 months split).** This position, with case management responsibilities, also has extensive in-house training to prepare the right person for this opportunity. This position is funded by SB 5160 through June 30, 2023. The Resolution Specialist Supervisor is responsible for the overall coordination of the ERPP. This position works closely with community organizations and agencies and reports directly to the Executive Director. **This position works at the PDRC office located at 319 South Peabody Street, Port Angeles, WA 98362. COVID-19 vaccinations required prior to employment. Ability to work from home remotely may be required. Computer equipment and cell phone would be provided by PDRC.**

### ESSENTIAL RESPONSIBILITIES

#### Primary Job Responsibilities

- Understanding and commitment to the mission of PDRC.
- Follow PDRC employee manual including policies, procedures and operating standards in performance of all job duties.
- Provide ERPP services from intake to case closure utilizing both in person and online communication processes, including mediation.
- Maintain strict confidentiality of client and PDRC information.
- Maintain strict neutrality when working with PDRC clients.
- Discuss and problem-solve with Executive Director regarding ERPP cases, especially cases with special issues or red-flags.
- Attend and participate in Outreach Resource and Coordination meetings.
- Create and update all ERPP forms with ED review and approval while keeping PDRC ~ ERPP data base void of old material.
- Supervise Resolution Specialist I and students/interns as needed.
- Work with ED to schedule ERPP learning and training events.
- Supervise ERPP front reception desk while performing clerical duties.
- Provide information and referral for cases that do and do not fall within the scope of services provided by the PDRC ~ ERPP.
- Program Reporting: Collaborate with DRS Supervisor and/or team members for the coordination of required information for monthly and yearly reports.
- Data entry. Assist team members in data entry for timely reports.
- Create and maintain electronic and hard file copies for tracking case management, including Caseload Manager, Word, Excel, Adobe and other public software systems.

- Correspond by regular mail, email, phone, online platforms and other means as needed with clients and PDRC staff and volunteers.
- Prepare cases for referral, mediation, conciliation, meet & confer and other PDRC - ERPP services.
- Correspond with clients, mediators, volunteers and observers regarding scheduling/ scheduled mediations or other dispute resolution services.
- Maintain accurate client records (client database and files) to ensure that case information, requirements and deadlines, evaluations and mediator records are accurately maintained.
- Maintain and adhere to PDRC and Resolution Washington Association quality assurance and certification policies and procedures, in addressing any challenges that arise and with PDRC's interests in the forefront.
- Attend required trainings and meetings, to stay current with PDRC's standards, policies, procedures and operating practices.
- Develop ERPP materials and promote services by conducting outreach both in person and online in Clallam and Jefferson Counties.
- Coordinate with ED on ERPP website updates.
- Mediate, Conciliate and provide Conflict Coaching as needed for all PDRC programs.
- Meet with ED regularly.

### **Secondary Job Responsibilities**

- The ability to work a flexible work schedule.
- Keep work and reception area clean and sanitized.
- Order supplies needed for ERPP.
- Work with ED and staff to acknowledge volunteers.
- Prioritize among competing deadlines with a busy workload and office.
- Excellent attention to detail and accuracy of work.
- Exhibit excellent interpersonal skills and the ability to work with people of diverse backgrounds, cultures, personalities and situations.
- Work within PDRC's budget guidelines related to these job duties.
- Prepare professional reports and correspondence in writing.
- Represent PDRC positively to the community.
- Foster positive communications and relationships with team members and clients.
- Keep up to date on industry trends and developments.
- Always present a professional appearance, attire and demeanor while on duty.
- Ability to successfully perform all duties established in Resolution Specialist I & II positions.
- Other tasks, duties and projects as assigned by the Executive Director.

<b>QUALIFICATIONS</b>
-----------------------

#### **Required Qualifications**

- Non-Profit work experience: 3 years successful experience working for a non-profit organization.
- Bachelor's Degree: Social Sciences or humanities required. (Educational requirements may be substituted by additional work experience and trainings).
- Certified mediator with 2 years' recent experience mediating, facilitating and conflict coaching.
- Prior successful work experience in customer service, customer relations, social services, case work and management, or related experience.

PDRC ~ ERPP = Resolution Specialist – Supervisor (4/2022)

- Ability to work in the office from Monday through Friday. Evenings and weekends may also be required to meet client's needs and schedules.
- Be able to successfully pass a Washington State Patrol background check.

### **Desired Qualifications**

- Volunteer Experience in mediation, facilitation, conciliation, conflict coaching or related field.
- Master's Degree in social science or humanities.
- Experience using online platforms to provide dispute resolution services.

### **Skills and Abilities**

- Ability to maintain a neutral and impartial demeanor at all times.
- Experience working effectively and cooperatively with diverse individuals and groups.
- Experience working with people in crisis and emotional circumstances.
- Proven verbal, written and interpersonal communication skills.
- Confident and courteous telephone demeanor.
- Experience executing multiple projects and priorities in a professional and timely manner.
- Highly evolved organizational and time management skills, proven ability to be consistent with processes and daily tasks.
- Ability to maintain strict confidentiality of protected information.
- Strong computer knowledge, including relevant internet searches, online platforms, Microsoft applications (Excel, Word, Outlook) and social media sites.
- Experience in developing and/or writing reports and professional business correspondence.
- Ability to effectively present information in a clear manner, demonstrate procedures and respond to questions.
- Experience working within a budget, related to your job duties.

<b>PHYSICAL REQUIREMENTS Etc.</b>
-----------------------------------

- Frequent standing, walking, and sitting.
- Frequent lifting and carrying up to 10 pounds.
- Occasional lifting and carrying up to 20 pounds.
- Must be able to work at computer or desk area for extended periods of time.

<b>COMPANY-WIDE JOB REQUIREMENTS/RESPONSIBILITIES</b>
---

- Adhere to PDRC's employee manual.
- Be courteous, respectful and responsive to client and team member requests.
- Participate fully in creating and maintaining a supportive and team-oriented work environment.
- Make open and effective communication a priority.
- Display initiative and cooperation to resolve challenges of any kind, be it with a client or a team-member.
- Exemplify the desired culture and key values of the organization.
- Be on time.
- **COVID-19 vaccinations required to comply with current state/federal proclamations plus status card before start of employment.**
- **Facial masks may be required in the office to comply with current state and federal proclamations.**

Employees of PDRC are expected to maintain a professional image and attitude consistent with PDRC’s vision, mission, values and objectives. Employment with PDRC will be in accordance with our “At-Will” policy. This means that just as you may leave your PDRC position at any time, PDRC may terminate your employment at any time.

This job description should not be considered all-inclusive. The employee understands that the job description is neither complete nor permanent and that it may be modified at any time by the Executive Director. This job description does not create a contract of employment. It is simply an outline of expected duties for the position.

I acknowledge receipt of this job description, understand the contents and commit to fulfilling all requirements listed. I will ask the Executive Director when any questions arise about the execution of my job duties.

.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Name (Printed)

\_\_\_\_\_  
Executive Director (Printed)

\_\_\_\_\_  
Executive Director Signature

\_\_\_\_\_  
Date

**Diversity, Equity and Inclusion:** Peninsula Dispute Resolution Center is committed to providing employment and volunteer opportunities to any and all qualified and experienced members of our communities.