



## **DIRECTOR OF CDRC PROGRAMS**

**CDRC seeks a Director of CDRC Programs to join the CDRC team. This position is a full-time flexible schedule for our Ithaca and Elmira offices.**

The Community Dispute Resolution Center (CDRC) invites applications for the position of Director of CDRC Programs. CDRC has offices in both Ithaca and Elmira. We serve the regions of Tompkins, Chemung, and Schuyler Counties.

Using the transformative approach as an anchor to the work of CDRC, we provide services in mediation, conciliation, conflict coaching, group facilitation, and training. We rely on the strength of our volunteer mediators who commit to extensive training and provide the services our communities rely on.

At CDRC, we deeply value diversity, equity and inclusion and encourage candidates with diverse perspectives to apply so that we can advance our mission and goals. We provide a competitive salary and benefits that include health insurance, and a generous vacation, sick and personal time package.

## **General Responsibilities:**

The Director of CDRC Programs works closely with the Executive Director. S/he is responsible for the management of CDRC's mediation programs. S/he provides direct supervision to all case coordination, and youth services staff. S/he is the Chemung County CDRC contact with referral sources, along with networking and outreach services. S/he is supervised by the Executive Director.

## **Specific responsibilities include:**

Work closely with the Executive Director to build and strengthen all mediation programs:

- Supervise agency case coordination and youth program staff
- Assign cases to case coordination staff
- Review cases as needed prior to assignment
- Set program goals and work to meet them
- Develop and maintain referral sources, with special emphasis on Family and municipal courts and community agencies
- Participate in or delegate community-wide committees and meetings on issues relevant to program work
- Explore opportunities for program development and outreach in the community
- Prepare narrative for the Board of Directors
- Identify, develop, and maintain referral sources for fee-based Conflict Coaching Services
- Provide fee-based Conflict Coaching services

Screen inquiries for service, both over the phone and in person:

- Provide basic information on agency services
- Determine appropriateness of case for mediation
- Make referrals to other agency staff or other community resources

Coordinate all aspects of agency casework adhering to policies and procedures including:

- Intake
- Completion of information in CLM
- Contact and information to all parties
- Contact with referral source

- Contact with parties following mediation
- Case Closure

Serve as a mediator (for at least three sessions per year) and participate in mediator in-service workshops (for at least 6 hours per year).

Work with supervisor on professional goal setting and development.

Participate in self-reflection as it pertains to all of the above items (at least twice per year).

Other duties and tasks as assigned by the Executive Director.

### **Minimum Qualifications:**

- Graduation from an accredited college or university with a four-year degree in education, human services, or related field and one-year experience in facilitating and training, case management or related work.

### **Required knowledge and skills:**

- Excellent verbal and written communication skills, including experience with public speaking
- Ability to work independently and as a smooth-functioning member of a team
- Ability to relate well to multi-ethnic, racially diverse, and economically diverse populations
- Ability to handle confidential information
- Good organizational skills, including attention to detail and the ability to manage a variety of tasks at the same time
- Computer literacy, especially with word processing and database programs
- Ability to set hours flexibly, to include occasional evenings and weekends as needed
- Access to reliable transportation and an ability to travel in Chemung, Schuyler and Tompkins Counties with a driver's license preferred

**Preferred but not required:**

- Experience with mediation and/or cooperative conflict resolution
- Experience with schools and other youth service agencies
- Experience with grant or proposal writing
- Knowledge of various community resources and the skills needed to network with them

**This position is full time and exempt. Salary Range is \$52,000-54,000**

**To apply, please email a cover letter and current resume to [cdrc@cdrc.org](mailto:cdrc@cdrc.org)**

**Deadline to apply is December 09, 2022.**