

**Six Rivers Dispute Resolution Center
Early Resolution Specialist, Oregon, Job Description**

Date: April 1, 2022

Position Title: Early Resolution Specialist, Oregon

Reports to: Program Manager

Evaluated by: Executive Director

Wage Range: \$22 – 24 / hour
finalization

Position Start date: May 3, 2022 pending grant contract

Status: 0.5 FTE (20 hours/week), non-exempt. Health insurance reimbursement arrangement benefit option. Grant funded position, with funding secured through June 30, 2023, with intention to seek additional funding in the next legislative session.

Position's Program Background:

The early resolution specialist (ERS) position is funded in partnership with Oregon Housing and Community Services as part of a demonstration project. The purpose of the EPM is to help resolve issues between tenants and landlords and demonstrate the effectiveness of mediation as a housing stability tool. Mediation involves helping people find solutions to issues they want to resolve through facilitating conversation and connection to community resources that can assist.

We have been selected as one of five mediation centers across Oregon to initiate the Eviction Mediation Program (EPM). As mentioned, it is funded through June 30, 2023, with the intention to seek additional funding in the next legislative session.

The goals of the program are to:

- 1) Increase awareness of mediation by underrepresented communities,
- 2) Highlight how our services are an effective and efficient partner in collaborative processes,
- 3) Highlight referrals to other community services, and
- 4) Track the number of situations that avoided eviction as a result of services.

Position Summary: You will provide interventions (conflict coaching, conciliation and mediation) between landlords and tenants. You will have access to training, support and mentorship, including a cutting-edge equity informed mediation training course provided by Resolutions Northwest, and other colleagues. You will collaborate with and support local housing services partners, including Mid-Columbia Community Action Council, who provides renter assistance. You will assist parties in accessing legal aid information and services. You will manage intake and scheduling with clients, outreach about the program to referral partners, collect anonymous case disposition, demographic, and client satisfaction data via an app-based database and assemble program reports.

You will serve as an ambassador of Six Rivers DRC's values of collaboration, compassion, community and courage, interacting regularly with clients, partners, fellow staff and volunteers. A key member of the team, you can work autonomously, and contribute collaboratively, to ensure the provision of high-quality services. We run a similar program in Klickitat and Skamania counties and you will have the benefit of collaboration with staff from that program. We are also a part of a statewide collaborative group of mediation centers and will provide you with conflict resolution training and mentorship.

PRIMARY SKILLS

- Interact with clients experiencing trauma or crisis and listen, converse, and connect collaboratively
- Connect clients to renter assistance services, legal aid, human services, etc.
- Manage and coordinate time and schedules with staff, clients, and partners
- Manage sensitive and confidential information about community members
- Participate in training and apply new strategies and techniques in a supportive atmosphere
- Develop processes in collaboration with our team and partners
- Collaborate with the court clerk, providing mediation services in coordination with their processes (Mondays in The Dalles, as scheduled in Hood River)
- Collaborate with similar program staff (at Six Rivers and other mediation centers) on best practices
- Be aware and manage implicit biases, providing impartial services to both landlords and tenants
- Have an open and engaging telephone demeanor
- Speak and write in clear ways so that people understand you
- Have a working knowledge of computers, Zoom, Microsoft Office 365, and experience with database use (technology and some training provided)
- Communicate with Spanish-speaking community members or utilize the assistance of an interpreter
- Be curious, willing to learn, and self-motivated

To apply: Please send an email with a cover letter, resume, and 3 professional references to Colleen Regalbuto, Program Manager, manager@6rivers.org. Include ERS Application in the subject line. Let us know what excites you about this work and how you can contribute to our team. Position open until filled.

About Six Rivers DRC: We help people work things out through dialogue and collaboration, including mediation, facilitation, conflict resolution training, and restorative justice practices. We are a 501(c)3 organization that serves a 7-county region of the Mid-Columbia in the following counties: Hood River, Wasco, Gilliam, Sherman, and Wheeler Counties in Oregon, and Skamania and Klickitat Counties in Washington State. We are also home to Oregon's USDA certified agricultural mediation program.

Six Rivers seeks to recruit persons of diverse backgrounds with priority on communities served by the organization, and to support and nurture their retention and advancement within the organization. We are deeply committed to continuing to foster a workplace culture inclusive of all people. This means inclusivity in race, ethnicity, national origin, gender identity, sexual orientation, socio-economic status, veteran status, marital status, age, disabilities, political affiliation, and religious beliefs, as well as in cultural backgrounds, life experiences, thoughts, and ideas. Our commitment to justice and diversity also means providing a work environment that is welcoming, respectful, and engaging.