

## **Six Rivers Dispute Resolution Center Services Coordinator**

### **Position Overview**

**Title:** Services Coordinator

**Location:** Six Rivers' main office in Hood River, OR, with some remote work possible in accordance with the Remote Work Policy. The position may include travel to other counties within Six Rivers' service area (Hood River, Wasco, Sherman, Gilliam, Wheeler, Klickitat, and Skamania).

**Status:** Non-Exempt, 32 hours per week

**Schedule:** Monday–Thursday (8 hours/day) or Monday–Friday with hours spread across the week. Hours will generally be during standard business hours. There may be occasional night/weekend work for special events, e.g. training or outreach events.

**Compensation:** \$28.00-\$28.75 per hour, depending on experience. Benefits include employee health insurance, retirement plan (Simplified Employee Pension), and paid time off.

**Application Deadline:** February 13, 2026; 5:00 PM

**Anticipated Start Date:** early March 2026

**How to Apply:** Please send an email with a cover letter and resume, and contact information for 3 references, to Colleen Regalbuto at [colleenr@6rivers.org](mailto:colleenr@6rivers.org). Include "Services Coordinator Application" in the subject line. See details on application process below.

*Note: This is a grant-funded position, with funding secured through June 30, 2027.*

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### **Program Background & Position Summary**

You will work in a front-line, client-facing role, and be the first point of contact and case manager for clients receiving services through Six Rivers' mediation, restorative justice (Circles of Peace program) and training programs. Using excellent interpersonal and communication skills, you will provide compassionate services to people who are dealing with high-stress situations. You will track many details and manage multiple cases at different stages of development at a time, in a fast-paced environment, prior to transitioning cases to mediators, circle keepers or trainers.

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### **Essential Duties & Responsibilities**

#### *Services Coordination*

- Conduct initial outreach to parties, maintaining professionalism as first point of contact for general email inquiries and telephone calls. Communicate by email, telephone, text and letters as needed.
- Coordinate and schedule services with parties, staff, volunteers and contractors. Provide substantive briefing and debriefing to staff, volunteers and contractors involved with each case.

- For mediation cases: Communicate with, explain services to, and conduct intake and case development calls with potential parties (or delegate them to another team member depending on your capacity); coordinate with volunteers and staff to prepare them for service. Ensure that all cases and data are appropriately tracked in Kintone database and closed at completion.
- For restorative justice cases: Conduct and track initial outreach to parties. Schedule intake and behavioral health appointments with our staff circle keepers and contracted clinician; ensuring that all cases and data are appropriately tracked in Kintone database and closed at completion.
- When available, assist with training coordination, including tracking registration, payments, participant details; communication with participants; and assisting trainers in preparing training materials.
- This position may have the option to train to become a certified mediator by gradually participating in the Mediator Practicum, upon completion of a 40 hour Basic Mediation Training. This would involve observing and co-mediating a limited # of cases (likely just one case at a time), since the first and main priority of this role is service coordination.
- Keep continuing education consistent with mediator certification.

#### *General Office & Program Support*

- Support office operations as needed, including ordering and maintaining offices supplies and general office space management.
- Other duties as assigned, if capacity allows.

#### **Position Requirements**

- Minimum of 2 years of direct, fast-paced, client-facing experience.
- Excellent verbal and written communication skills, with the ability to communicate clearly and effectively with community members with a variety of backgrounds.
- Highly detail-oriented, with strong organizational skills.

#### **Position Preferences**

- Bilingual (Spanish/English with full professional proficiency) & bicultural.
- Strong understanding of community mediation practices. Awareness of restorative justice principles. Prior completion of a Basic Mediation Training and/or a Circle Keeper Training highly valued.
- Experience working in or volunteering for a nonprofit organization, social services agency, or similar environment.

#### **General Qualifications & Competencies**

- Comfort with and proficient in technology. Six Rivers uses the Microsoft Office Suite, SharePoint, Slack, RingCentral, Kintone database, and Zoom.
- Demonstrated ethical commitment to Six Rivers' mission and values.

- Commitment to maintaining education and training consistent with mediation and restorative justice best practices.
- High level of customer service.

**Don't check all the boxes?**

If you're enthusiastic about this opportunity, we want to hear from you—even if your background doesn't align perfectly with every requirement listed. We know that many talented candidates may hesitate to apply unless they meet 100% of the qualifications. At Six Rivers, we're building a team that reflects the diversity of those we serve, and we value authenticity and different perspectives. We particularly encourage applications from individuals with personal experience related to family/partner transitions or workplace conflict, housing insecurity, poverty, or personal knowledge of systems we work within (social services, criminal justice, healthcare, etc.) Your distinct background, skills, and viewpoint matter to us and will strengthen our work. If this role resonates with you and you're excited about joining Six Rivers, please apply—we'd love to learn more about what you bring to the table.

**About Six Rivers DRC:** We are a 501(c)3 organization.

**Our Mission:** We empower and train people and organizations to resolve conflict through mediation, facilitation, restorative justice and other collaborative means of communication.

**Our Vision:** We envision our community equipped with the skills to resolve conflicts in healthy, civil and peaceful ways.

**Our Values:**

Collaboration	Empowerment (self-determination)	Genuineness
Growth mindset	Trust	Self-awareness
Kindness	Joy	Integrity
Sustainability	Connection	Inclusiveness
Balance	Courage	The belief that change is possible
Patience	Peace	Flexibility
Honesty	Hope	
Accountability	Grace	
Curiosity		

**Application Process**

Send a cover letter, resume, and the contact information for 3 professional references to: Colleen Regalbuto at colleenr@6rivers.org. Include "Services Coordinator" in the subject line. We will not contact your references without notifying you first.

**The Interview Process**

1. The team reviews your application materials.

2. If we choose to move forward with your application, we will invite you to participate in an initial 15-minute Zoom interview with the Associate Director or Executive Director.
3. Next step would be to participate in a 1-hour in-person interview with Six Rivers team members, including but not limited to a Conflict Resolution Specialist, and Associate Director or Executive Director.
4. You may participate in a final 30-minute interview with select team members.
5. The team reviews all feedback.
6. We make a final decision and notify you.

We are deeply committed to fostering 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. We are an equal opportunity employer. Our commitment to justice and diversity also means providing a work environment that is welcoming, respectful, and engaging.