



**COLLABORATIVE
RESOLUTIONS GROUP**

info@crg-collab.org | 413-774-7469
www.collaborativeresolutionsgroup.org
P.O. Box 951, Greenfield MA 01302

CRG Job Opening: Mediation Director

POSITION SUMMARY:

The person assuming this full-time position trains, mentors, supervises and supports CRG mediators in a range of settings, serves as CRG's mediation representative with courts and other key referral sources, and coordinates overall delivery of mediation services for the organization in a way that serves diverse community needs. They also do case management, participate in outreach activities, and actively participate in CRG planning, evaluation, anti-oppression strategic planning, and organizational development. The person filling this position will work collaboratively as a team member to address community needs and carry out the CRG mission.

Essential skills and qualifications are listed on page 2. This is a salary exempt position, averaging 35 hours/week, with flexible scheduling (occasional evening or weekend events or meetings required). Remote work required (we do not have physical office space at this time); supervision and support relationships clarified on hiring. Full year FTE salary range: \$42,000-45,150. Position starts as soon as possible; actual hours and schedule established with job offer.

AA/EOE/ADA: We are an equal opportunity employer and actively seek to embrace diversity and inclusion. Bilingual applicants and applicants with varied and non-traditional experiences encouraged to apply.

All CRG staff positions depend on adequate funding, much of which comes from single-year grant applications. We strive to the greatest degree possible to ensure stable ongoing employment, a welcoming and supportive work environment, and good benefits. CRG adheres to all state of Massachusetts and federal guidelines for COVID-19.

WORKPLACE CONTEXT:

Collaborative Resolutions Group (CRG) is an independent tax-exempt non-profit organization, whose mission is to increase individuals' and organizations' capacity to communicate effectively, manage differences, resolve conflict, and work collaboratively. We offer customized mediation, training, facilitation, restorative practices processes, and conflict coaching services in online, phone, and (when possible) in-person settings.

CRG is a non-hierarchical organization in the process of refining how we work together internally to foster collaboration and inclusivity. We have begun an anti-oppression strategic planning process to develop and implement joint Board and staff visions on best approaches for carrying out our mission, meeting community needs with integrity, fostering self-determination and actively cultivating respect for different cultural perspectives and tools, strengths and needs.

We are led by a diverse Board, two Co-Executive Directors and six other full- and part-time staff members; we depend on a roster of consultant and volunteer mediators, trainers and other providers to serve local communities in ways that work for them.

See next page for Essential Skills and Qualifications, Position Responsibilities

CRG MEDIATION DIRECTOR - ESSENTIAL SKILLS, QUALIFICATIONS:

- Committed to CRG mission and vision, and our work to build equity and inclusion into all the work we do
- Excellent interpersonal skills, with an ability to create collaborative professional relationships, to effectively present information to diverse audiences, and to work well with other CRG team members
- Excellent mediation skills, preferably in a community mediation context in diverse settings – 3 years' experience required, five years' (or more) experience preferred
- Excellent training and mentoring skills with diverse participants - a minimum of two years' experience required
- Excellent supervision and support skills – we welcome candidates with a diversity of related experiences in a variety of settings
- Excellent oral and written communication skills
- Excellent organizational skills; ability to work independently, track and do follow-up on multiple activities over time, and to complete assignments in a timely manner
- Flexibility, ability to adapt to changing environments
- Proficiency with email, Microsoft Office, Gmail/Outlook applications, online virtual platforms (like zoom); ability to enter data and use online process tracking software/platforms
- Ability to work remotely (CRG currently has no physical office space.)
- Bilingual applicants preferred and strongly encouraged
- Applicants from diverse backgrounds with work experience involving non-traditional, collaborative work relationships strongly encouraged

POSITION RESPONSIBILITIES:

1. **Program leadership:** Coordinate monitoring and evaluation of CRG mediation services, working with CRG leadership and case management team members to ensure that available resources for mediation services (staff and mediator hours, other available funds) are used to meet CRG mission and strategic planning objectives. This work should be grounded in the field's and CRG's evolution of the community mediation model to serve in a variety of settings with a variety of diverse mediation tools. This work includes contributing to grant applications and reporting, program evaluation and planning.
2. **Mediator development:** In coordination with other CRG team members, lead efforts to develop and sustain a well-trained roster of volunteer and consultant mediators, able to carry out CRG's full mission as it relates to mediation; provide ongoing, effective and supportive feedback and mentoring to CRG mediators, ensuring there is excellent oversight and support for their activities; participate as a trainer and coach in mediator trainings and workshops.
3. **Case management:** Provide case management for mediation cases, including supporting parties entering mediation, ensuring appropriate screening and education for parties prior to any mediation, updating records and online case tracking software, and following up on mediation sessions with parties, other staff and mediators.
4. **Partnership/representation:** Actively seek and nurture partnerships and positive relationships with courts, key referral sources, legislators and other partners and community members in support of CRG's mediation activities; effectively represent CRG's whole mission in regional, state and community events and activities.

CRG MEDIATION DIRECTOR - POSITION RESPONSIBILITIES, cont.:

5. ***Program development:*** Continuously seek and share knowledge of best practices, new developments in the mediation field, and questions or issues to be addressed to promote provision of ethical, effective mediation services by case coordination staff and CRG mediators; actively work to address diverse needs and tools of different community and cultural groups, promoting reflection, trying out new collaboratively identified ideas, evaluating the impact of our activities, and integrating learnings into future planning work.
6. ***General office/team work:*** Participate in staff, team and other meetings and carry out other standard office requirements (responding to emails, filing, maintaining space, etc.). As time permits and needs arise, provide support for other CRG programs or events and carry out other duties as assigned.
7. ***Supporting the organization:*** Contribute as a full member of the organizational team, upholding our mission and vision, seeking to ensure that in all we do we “walk our talk.” All team members support work to do fundraising, develop community relationships and partnerships, engage in evaluation activities, engage with professional development opportunities and fully participate in organizational, planning, equity and inclusion work.

This does not cover or contain a comprehensive listing of activities, duties or responsibilities. It is also important to note that as an emerging organization, we expect that these activities and responsibilities may shift based on collaborative decisions in the best interests of staff members and the organization itself. Flexibility, good communication and a collaborative spirit will be key!

APPLICATION INSTRUCTIONS:

Please send a resume and cover letter addressing your interest in CRG and this position to [hiring@crg-collab.org](mailto: hiring@crg-collab.org), addressed to CRG Co-Executive Directors.