



## COLLABORATIVE RESOLUTIONS GROUP

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P.O. Box 931, Greenfield MA 01302

### **NOW HIRING**

**Job title:** Program Director (Mediation Services)

**Classification:** full-time, exempt (35 hours/week with flexible scheduling -- occasional evening or weekend events or meetings required)

**Location:** Mostly remote, local preferred

**Salary:** \$43,680

**Benefits:**

- Health coverage: medical, dental and vision coverage available
- Annual paid time off: 15 paid floating holidays, up to five personal observance days, two weeks equivalent of vacation (increasing every two years), generous sick/personal leave

**Start date:** Immediate

### **ORGANIZATION**

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 believe conflict is an opportunity to create real and meaningful change with professional support. Our roster includes experienced, community-based mediators, trainers, facilitators, and conflict resolution practitioners. We adapt services to meet our clients' unique needs. We offer mediation services, restorative practices, conflict coaching, customized trainings, and more.

CRG is currently refining how we work to better foster collaboration and inclusivity. We are examining joint Board and staff visions for carrying out our mission and serving our community.

### **POSITION SUMMARY**

This position offers an exciting opportunity to lead the overall delivery of mediation programs to suit diverse community needs. The Program Director (Mediation Services) trains, mentors, and supports CRG mediators in various settings. This position serves as CRG's mediation representative with courts, funders, partner organizations, and key referral sources.

They also actively participate in outreach activities, program evaluation, CRG organizational development, and anti-oppression strategic planning. The Program Director (Mediation Services) will work collaboratively as a team member and will be committed to the CRG mission and vision, working to build equity and inclusion into all our work.

## **POSITION RESPONSIBILITIES**

### **Program Leadership**

- Coordinate the planning, monitoring and evaluation of CRG mediation programs.
- Collaborate with the team to uphold our mission and vision, seeking to ensure that in all we do, we "walk our talk."
- Ensure that case management serves clients according to the community mediation model. We serve diverse participant populations through multiple modalities of conflict resolution.
- Work with CRG leadership and supervise mediation staff to ensure resources align with our mission and priorities.
- Contribute to grant applications and reporting.

### **Mediator Development**

- Lead efforts to develop and sustain a well-trained roster of volunteer and consultant mediators.
- Ensure excellent oversight and support for their activities, including mediator training and workshops.
- Provide ongoing, effective feedback and mentoring to CRG mediators to carry out our mission.

### **Partnership/Representation**

- Establish and nurture positive relationships with key partners in CRG's mediation activities. They include courts, legislators, funders and community members.
- Represent CRG's mission as it relates to mediation activities in regional, state, and community events and activities.

### **Program Development**

- Seek and share knowledge of best practices, current issues, and new developments in the mediation field.
- Promote the provision of ethical, effective mediation services.
- Collaborate with community and cultural groups to address their diverse needs.
- Embody an ethos of reflection and experimentation by evaluating our impact and integrating learnings into future planning work.
- Engage in organizational planning and equity and inclusion work.

## **OTHER DUTIES**

This does not include a comprehensive listing of activities, duties, or responsibilities. We are exploring possible structural changes, which may shift some staff responsibilities based on collaborative decisions in the best interests of the organization and staff members. Flexibility, excellent communication, and a collaborative spirit will be key!

## **ESSENTIAL SKILLS AND QUALIFICATIONS**

- 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
- Minimum 3 years of experience in mediation required, 5 years or more experience preferred; Excellent mediation skills, preferably in a community mediation context in diverse settings

- Excellent training, mentoring and supervisory skills with diverse participants - a minimum of two years' experience required. We welcome candidates with 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, meet deadlines
- Flexibility and adaptability to changing environments
- Proficiency with email, Microsoft Office, Gmail/Outlook applications, online virtual platforms (like Zoom)
- Comfort with data entry and online process tracking software/platforms
- Ability to work remotely (CRG currently has no physical office space, although some mediations happen in courts.)
- Bilingual applicants preferred and strongly encouraged
- Applicants from diverse backgrounds with work experience involving non-traditional, collaborative work relationships are strongly encouraged.

### **APPLICATION INSTRUCTIONS**

Please send a resume and cover letter addressing your interest in CRG and this position to [hire@crg-collab.org](mailto:hire@crg-collab.org), addressed to CRG Hiring Team. Submit by Friday, March 17.

**AA/EOE/ADA:** We are an equal opportunity employer and actively seek to embrace diversity and inclusion.