

**Position Description
Cover Sheet**

In order to make an objective and accurate evaluation of a position, it is very important that the position description (PD) contain **specific** data. Therefore, please provide all information requested and forward this form through the division dean to the Human Resources Office for classification.

Title Mediation Program Assistant _____

Division/department DIV/PRE _____

Campus La Plata _____

Check one: New PD X Revised PD _____ No changes to PD _____

Please identify any similar positions already established within the department:

Is this a Director-Level position? Yes _____ No X

Reports to _____ Date 6.12.17
(Signature)

Title of Position Reported to Director _____

Approval _____ Date _____
(Signature - Second-Level Supervisor)

Approval _____ Date _____
(Signature - Dean or President)

Account code(s) _____

Work schedule 20 hours per week with flexibility to work evening/weekends, as needed.

FOR HUMAN RESOURCES DEPARTMENT USE:

Position number _____ Grade _____

Statistical group _____

Exempt / Non-exempt _____ Date _____

Requires Financial Disclosure Statement _____

If the employee's primary position is EXEMPT, there are no limitations for working in a secondary position. If the primary position is NON-EXEMPT, the following rules apply:

1. The employee cannot hold credit or credit-free part-time faculty positions unless a special exception is made by the division VP.
2. The employee must record the total combined hours worked on the system-generated time sheet which is distributed each pay period. The employee is responsible for obtaining the signatures of both supervisors on this time sheet.
3. The employee's total combined hours worked for all positions should not exceed 40 hours in a workweek.

POSITION DESCRIPTION FOR: Mediation Program Assitant

Core Responsibilities: Prioritize tasks and responsibilities and summarize them below. Please provide **percentages of time** allotted to each particular task or responsibility, making sure that the **total percentage equals 100%**. Please give specific duties and avoid using generalizations or “other duties as assigned.”

Description: The Mediation Program Assistant assists the Director in coordination of the Mediation Program, which provides mediation services to the citizens of Charles County and various referral partners. The program offers mediation, facilitation, conflict workshops, parenting plan and re-entry mediation services. Duties related to the various programs include coordinating volunteer mediators, scheduling mediation sessions and conducting mediations. The Assistant responds to telephone inquiries, e-mails; and performs intakes for citizens who wish to utilize mediations.

Employee must be able to manage, track, and keep accurate statistics. They will assist in preparation of grant reports pertinent to the program. This position is supervised by the Charles County Community Mediation Center Director.

20% - Conduct phone intakes from self-referrals and walk-ins and make pro-active mediation intake calls to District Court ADR and Outreach referrals.

20% - Coordinate setting up mediations to include volunteer management, site location and participant notifications.

20% - Follow mediation cases from initial intake calls to conclusion to include coordination of location, times, dates, stats and closing cases.

20% - Collect data as needed for mediations, MADTrac, MACRO, CMM and Outreach partners. Input data into MadTrac and any other reports as needed.

20% - Monitor and coordinate site, partnership and outreach follow-up for continued mediation referrals.

2. Education/Knowledge Required: Specify required degrees, experience, special skills and abilities necessary for satisfactory performance.

- Possession of a high school diploma or GED Certificate.
- Excellent oral, active listening, written, presentation, interpersonal and conflict resolution skills
- Effective and creative problem solver that has training as an inclusive mediator or is committed to being trained as a mediator.
- Possesses a deep understanding of the power of mediation and conflict resolution to heal relationships, transform communities and solve social problems

- Receptive to constructive feedback from partners, staff, Local Advisory Council, volunteers and others
- Proven ability to work effectively with a wide range of constituencies
- Ability to work with a diverse staff and client community
- Ability to communicate effectively through oral and written communications
- High ethics, integrity and confidentiality consistent with the position
- **Preference given to applicants with 45 Hour Basic Mediation Training by Community Mediation Maryland (CMM).**
- Proficiency in use of Microsoft Office
- Attention to detail and follow-through and ability to juggle multiple projects effectively,
- Ability to work well with people of diverse ages, ethnicities and education levels
- Ability to use good judgment, respect confidentiality, and exercise sensitivity when confronted with conflict,
- Ability to stay focused during time constraints and high emotions of clients.

3. **Supervision:** List all position titles reporting directly to this position, full-time or part-time. Include student assistants, temporary, permanent and part-time faculty supervised in a typical semester or year.

Student assistants and or Interns

4. **Internal & External Contacts:** Identify contacts required within and outside the college, and purpose of contacts. (Example: Contacts vendors for supplies and materials; or meets with tri-county public and private employers to determine training needs)
- State and local government, schools, and professional organizations
 - Contacts require ability to think and act creatively on the spot within legal constraints and with a high degree of integrity.

5. **Guidelines/Procedures/Regulations:** Identify guidelines, procedures, instructions, regulations and laws within which the position functions. Be specific.

The Charles County Community Mediation Center and its employees will abide by Mediation confidentiality laws which is governed in Maryland by Annotated Code of Maryland Section 3-1802 and Maryland Rules of Procedure Title 17. Charles County Community Mediation Center mediators abide by The Maryland Standards of Conduct for Mediators by Maryland Program of Mediation Excellence (MPME).

6. **Communications:** Please describe the written and verbal skills required for the position.

Must have excellent oral, active listening, written, presentation, interpersonal and conflict resolution skills.

Responsible for producing written reports, formulating written correspondence on behalf of the office, interacting with constituents (in person, via telephone and electronic medium).

7. Role Complexity:

Administrative support and workflow patterns will be governed based on priorities of the office as well as by external forces (i.e. needs of constituents, deadlines set forth by local government agencies).

There are multiple priority tasks associated with this position that will be determined on a daily, weekly, monthly and quarterly basis, depending on the workflow (see above for specific responsibilities).

Position requires advance planning (3-4 weeks) for training and program development and implementation.

The work schedule is 20 hours per week with flexibility to work evenings and weekends.

8. Creativity & Innovation:

The program assistant position requires the use of creativity and innovation in the design and implementation of special programs.

9. Impact:

The position impacts the college community at large (i.e. local government, non-profit organizations, k-12 system, Charles County, police department, judicial system, civil rights organizations).

10. Fiscal Responsibility: Describe the fiscal responsibility. Include total dollars that the position directly controls.

None

11. Physical Working Environment: Describe the physical working environment and list any hazardous and toxic substances used in the performance of duties.

This position will be situated in an office setting at CSM and also includes travel within Southern Maryland and Baltimore/Washington, DC area to meet with other program assistants and attend regional meeting.