



Community Solutions of Central Oregon

Staff Member Position Opening

Community Solutions of Central Oregon
Case Manager

Mission

The mission of Community Solutions of Central Oregon (Community Solutions) is *helping people have difficult conversations*. Our Mission statement is a compass heading, meant to remind us that in helping people confront challenges we must start by guiding them through sometimes difficult conversations. Confronting conflict is the first and most important part of the mediation effort, only after which can agreements be reached.

For more information about our organization and how we accomplish this mission, please visit our website at www.solutionsco.org

Position

Title: Case Manager.

Role: To manage all aspects of case intake, development, coordination, and assessment.

Responsibilities: Four-fold to include;

(1) the initiation of, or the response to communications with/from potential clients seeking our mediation/facilitation services;

(2) the determination of whether or not potential cases are appropriate for full development and the provision of follow-on mediation/facilitation services;

(3) coordination with all parties involved on required scheduling, payment, and post mediation/facilitation follow-up;

(4) actions to survey, report, and assess the outcomes of our mediation/facilitation services.

Description: The Case Manager oversees all aspects of cases requiring our organization's mediation/facilitation services. Some, but not all essential tasks include;

(1) Response to phone calls, web inquiries, or office visits by potential clients seeking mediation/facilitation services;

(2) Documenting all related phone, email, or in-person conversations with potential clients seeking mediation/facilitation services;

(3) Answering mediation/facilitation-related questions from potential and former clients, stakeholders, and other Dispute Resolution Center staff members;

(4) Tracking of statistics related to cases determined as appropriate, and those determined not appropriate, as a basis for providing mediation/facilitation services;

(5) Persuading potential clients to be willing to participate in mediation as a viable dispute resolution alternative to legal or other recourse;

(6) Evaluating potential client financial abilities to pay for mediation/facilitation services at a determined price;

(7) Scheduling appropriate mediation/facilitation cases in coordination with clients, mediators, Court administrators, and other case managers, as required;

(8) Documenting all case-related activities leading to, required during, and in follow-up from our mediation/facilitation services;

(9) Maintaining both physical and electronic case files in a secure, reliable, and consistent manner;

(10) Collection, compilation, and analysis of all post mediation/facilitation case surveys from clients;

(11) Development of periodic service and progress reports based on case file content and analysis;

(12) Production of required invoices and payment receipts resulting from fees for mediation/facilitation services.

Specifications: The Case Manager must have the following knowledge, skills, and abilities to effectively perform;

(1) Knowledge of mediation-related case management functions, Oregon State law as it relates to confidentiality and mediation, and most-current mediation best practices throughout Oregon;

(2) Skills in time management, customer service, client development, information management, statistical analysis, and marketing management;

(3) Abilities in articulating the benefits of dispute resolution services; in describing the practices inherent within dispute resolution programs; in writing comprehensive reports based on case file data; in problem solving of case-related technical and procedural challenges, and; in building a professional rapport with others.

Education: The Case Manager must have an undergraduate college degree from an accredited academic institution within the United States. Graduate degrees or related studies in business, communications, psychology, or conflict and dispute resolution are encouraged, but not required for this position.

Objectives

In line with Community Solutions strategic and implementation plans, the Case Manager will be expected to meet the following position-specific objectives;

(1) Within 30 days of new hire:

- a. Initial contact with the respective program and compliance managers for the Mediation Case Manager (MCM) and Caseload Manager (CM) systems;
- b. Completion of online tutorials for the Oregon Foreclosure Avoidance Program (OFAP) and the CM database;
- c. Office calls with mediation program coordinators for the respective Circuit Courts of Deschutes, Crook, and Jefferson Counties;
- d. Office call with the court coordinator and staff for the Deschutes County Justice Court;
- e. Initial contact with City of Bend Community Relations staff members;
- f. Familiarization with content of the Community Solutions Basic Mediation Training (BMT) course handbook;
- g. Initial contact with respective staff members for each Oregon-based Community Dispute Resolution Center (CDRC);

(2) Within three months of new hire:

- a. Familiarization with Oregon Law related to confidentiality and mediation;
- b. Completion of an Oregon-based CDRC-sponsored BMT course;
- c. Proposal for improvements to the organization's case development process;
- d. Implementation of an information management (IM) plan for case files;
- e. Attainment of monthly quotas for newly acquired community-based mediation cases;

(3) Within six months of new hire:

- a. Enrollment in the OFAP Facilitator's training program;

- b. Completion of required mediation observation and evaluation requirements;
- c. Generation of mediation/facilitation Service Reports from the CM database;
- d. Attendance at job-related training offered by an Oregon-based CDRC;
- e. Implementation of a post-mediation/facilitation assessment plan.

(4) Within one year of new hire:

- a. Coordinate all aspects of an organizationally sponsored BMT course;
- b. Draft all service and survey related portions of a biennium progress report to the Oregon Office of Community Dispute Resolution (OOCDR);
- c. Submit a sponsorship proposal for dispute resolution internships;
- d. Attendance at the annual Oregon Mediation Association (OMA) conference.

Selection

The following items represent application requirements in order to be eligible for selection as the organization's new Case Manager.

Cover letter: Submission of a one-page cover letter addressed to the Executive Director that includes the reason your applying and why you would make an excellent employee.

Resume: Submission of a two-page resume which includes – at a minimum – your strengths, skills, experience, and education.

References: Submission of a one-page reference list that includes three professional contacts with corresponding phone and email information for each.

Functional prompt: Once notified of your standing as a candidate for the position, completion and return of a one-page, position-specific questionnaire within two days.

Interview: Lead candidates will be invited for initial and subsequent interviews by the Executive Director prior to a hiring decision and offer of employment. Our offices are located at 1029 NW 14th Street, Suite 104, Bend OR 97703.

Application

Submit required cover letter, resume, and references only via electronic means to director@solutionsco.org. Applications to be accepted until the position has been filled.

Salary

\$32,000 annually