



Whatcom Dispute Resolution Center

whatcomdrc.org | 206 Prospect Street Bellingham, WA 98225 | 360.676.0122 | TTY: 800.833.6388

Position Title: Family Case Manager

Employment Status: .75 FTE to 1 FTE; non-exempt, benefited, occasional evenings and weekends

Benefits: Medical, Dental, Vision coverage, EAP, 401k, 13 paid holidays, paid vacation, paid sick leave, professional development opportunities, flexible schedule with opportunity for occasional remote work.

Reports to: Mediation Program Manager

Starting Wage Range: \$20 - \$22 per hour

To apply: Email cover letter, resume, and 3 references to Jaina Gemin, Search Coordinator at jaina@whatcomdrc.org, with the subject header "FCM Application - Applicant Name". Open until filled, with applications reviewed on a rolling basis.

Who we are: The WDRC is a 501(c) 3 nonprofit, operating in the ancestral lands of the Coast Salish Peoples. With a vision for Whatcom County to be a community in which people approach conflict in creative and healthy ways, and a mission of providing and promoting constructive and collaborative approaches to conflict, we integrate the values of kindness, impartiality, empowerment, collaboration, communication, equity, diversity, sustainability, and integrity across our organization.

Working Conditions: The WDRC continually strives to provide a supportive, healthy, and productive work environment. Every staff member plays an active role in contributing positively to our organizational culture. Staff serve the public through a variety of programming in public and private spaces. Given the nature of the WDRC's mission and services, the possibility of exposure to escalated emotion and offensive language from the public exists. The WDRC expects staff to respond to these instances with diplomacy, tact, and compassion.

Position Description: The Family Case Manager reports to the Mediation Program Manager and serves an integral role within the WDRC, providing direct services to families navigating separation, divorce, developing and modifying parenting plans, and other intra-family conflict. This position will work closely with other case managers and staff to effectively support family clients. The Family Case Manager will also occasionally manage other cases, such as parent-teen, commercial or community when the need arises. The Family Case Manager serves as an ambassador of the WDRC's values and interacts regularly with clients, mediators, and fellow staff. The Family Case Manager is able to work autonomously, and contribute collaboratively, to ensure the provision of high quality services. The position includes a combination of administrative and direct service tasks. An ideal candidate will be an experienced mediator, highly skilled in listening deeply and compassionately; and will share a strong belief in the mission of the WDRC, enthusiastically embracing the opportunity to work with our team.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Direct Service Delivery:

- Conduct client intake process
- Screen for service eligibility, readiness, and risk management
- Communicate with all parties to (re)schedule in-person and virtual services as appropriate.
- Anticipate needs and prepare volunteers, conciliators, mediators and clients for success.
- Provide coaching services, phone conciliation services and, where agreed upon by both parties, convene mediation sessions to assist clients in reaching resolutions
- Open, track and close-out cases (client communication, data entry, adherence to WDRC systems)

- Collect and manage program data (quantitative and qualitative) for reporting and tracking purposes
- Manage other case types such as commercial or community as needed
- Assist mediation team with intake for other cases as needed
- Mediate cases as needed

Mediator Education and Training:

- Assist responsible staff with planning and delivery of in-services and mock practice groups
- Collaborate with the staff to ensure success of the mediation training program
- Foster positive working relationships with mediators and practicum students
- Support continuing mediator education and practicum program as needed
- Mentor family and community practicum students via mocks, co-mediation, observation, and participation in certifying mocks as needed.

Other responsibilities include but are not limited to:

- Provide support to the Mediation Program Manager and mediation team to ensure overall success of the mediation program
- Coordinate and communicate with community partners and stakeholders to facilitate service access for clients.
- Actively participate in collaborative program development needs, from admin to outreach.
- Participate actively in staff and team meetings and work collaboratively with other staff to advance WDRC mission
- Other duties as assigned

REQUIRED QUALIFICATIONS, SKILLS AND ABILITIES

- BA or combination of AA and commensurate experience
- Previous case management experience
- Strong written and verbal communication skills
- Familiarity with and belief in mediation and alternative dispute resolution, and applicable local court rules and statutes
- 40-hour basic mediation course and 24-hour family mediation course completed or ability to complete shortly after hire
- Ability to communicate with trauma-informed and culturally sensitive aptitude and awareness
- Strong listening skills and ability to process and synthesize large amounts of information often from emotionally escalated people
- Ability to be neutral and nonjudgmental
- Strong organization and time management skills and ability to successfully adhere to externally prescribed deadlines
- Ability to convey a high level of professionalism, warmth, and compassion
- Resilience to emotionally charged conversations
- Patience, flexibility, and sense of humor
- Ability to work in a collaborative environment and also successfully work independently
- Ability to work remotely and effectively navigate virtual platforms such as Zoom and DocuSign
- High proficiency with Microsoft Word and Excel, ability to effectively utilize case management systems and databases

Preferred Experience and/or Training

- Experience working with and/or understanding of family conflict dynamics and family court system
- Paralegal degree
- Bilingual/bicultural applicants strongly encouraged
- Advanced training in Family Mediation and/or Parent-teen Mediation