



THE BC DISPUTE RESOLUTION PRACTICUM SOCIETY (DRPS) is a not-for-profit society incorporated in 1998 to collaborate with the dispute resolution community in the development of practicum training programs. The DRPS operates three programs: the Court Mediation Program, the Family Mediation Practicum Project, and the **CHILD PROTECTION MEDIATION PRACTICUM PROJECT (CPP)**.

We are a group committed to supporting each other and creatively applying our skills to offer a high quality practicum environment for our student mediators, while also assisting our justice system and community partners in building capacity for dispute resolution services throughout British Columbia.

The CPP is currently seeking a PRACTICUM & SCHEDULING COORDINATOR

Hours: Full Time (35 hrs/week) Position funded until March 2011
Location: Downtown, Vancouver BC
Compensation: \$15.50/hr to start
Benefits: Comprehensive benefits package available after 3 month probationary period
Start Date: ASAP – June 1st, 2009 at the latest

This position is well suited to a bright, self-motivated individual with a positive 'can do' approach who has an interest in working as a key part of a small, but dynamic program team. Your skills in building and maintaining effective relationships with multiple partners across the justice and child welfare system will support the achievement of our program objectives. You have the ability to grasp the details as well as the "bigger picture" and are able to balance work priorities to accomplish pressing tasks while also identifying and appropriately responding to broader program issues as they arise.

The key responsibilities of this position will fall into 2 broad categories:

MEDIATION SCHEDULING & COORDINATION:

- Schedule multi-party mediations by contacting participants via phone or email;
- Liaise with referral sources from the Ministry of Children & Family Development, Aboriginal agencies, lawyers and others ;
- Assign mediators in consultation with other program staff;
- Provide information to participants and support people by explaining the mediation process;
- Provide caseload management for ongoing time-sensitive mediation referrals;
- Draft routine correspondence as necessary;
- Managing availability calendars for practicum participants and mentor mediators;

PRACTICUM ADMINISTRATION & COORDINATION:

- Maintain good working relationships with current practicum participants;
- Maintain accurate program records, working within an established records keeping system;
- Provide bi-weekly program updates to managers;
- Process and track travel bursary requests from practicum mediators ;
- Financial administration- timely preparation for invoicing, approvals and payments;
- Support managers in preparation for internal and external meetings & training sessions;
- Support managers in producing materials for practicum orientation and completion process;
- Support the project evaluation team as requested;



QUALIFICATIONS AND EXPERIENCE:

- Completion of a **diploma or degree in a related field** OR have an **equivalent combination of training and practical experience**. Both experience and initiative will be carefully considered;
- Experience **working with families** or individuals who face multiple barriers;
- Ability to **communicate effectively using appropriate telephone and email etiquette**;
- Experience responding to inquiries and **providing information**, advice and interpretation of general mandate and procedures to public, clients and professionals **both orally and in writing with appropriate discretion**;

SKILLS/COMPETENCIES:

- **Problem solving** and **working collaboratively as a team player**;
- **Change management** - Ability to thrive and be flexible amidst change;
- **Organizational skills** that support developing, monitoring and tracking project documentation;
- High level of proficiency with computers, **particularly MS Word, Excel, Internet Explorer and Outlook**; **knowledge of Access database** is an asset;
- The ability to **work effectively with people from diverse cultures and backgrounds**;

DESIRABLE ATTRIBUTES:

- Some knowledge of, and interest in, **conflict resolution processes**; particularly **mediation**
- Familiarity in the human geography of **British Columbia, aboriginal territories; and communities**, and knowledge of main travel routes throughout British Columbia

The successful candidate will work as part of the Child Protection Mediation Practicum team working closely with another Practicum and Scheduling Coordinator, the exiting Coordinator and reporting to the CPP Program Manager. Applicants are required to sign a confidentiality agreement and may need to complete a criminal record check.

Please submit your résumé and cover letter detailing how your interests and qualifications meet the details of the job posting by MONDAY, MAY 4th, 2009. Applications can be emailed to cpp@drpracticum.com or faxed to 604-684-1306 (Attention: Andrea Kastanis) at:

BC Dispute Resolution Practicum Society
Suite 177- 800 Hornby St
Vancouver BC
V6Z 2C5, Canada

Shortlisted applicants must be available for the interviewing process between May 5-15th, 2009.

We thank all interested applicants however only those selected for an interview will be contacted. We are unable to sponsor out of country applicants.