



## Whatcom Dispute Resolution Center

360.676.0122 | [whatcomdrc.org](http://whatcomdrc.org) | 206 Prospect Street | Bellingham, WA 98225

<b>Position Title:</b>	Education Program Manager
<b>Employment Status:</b>	Full-time (40 hrs/week), Non-exempt, benefited
<b>Salary:</b>	\$45,000 - \$51,000, DOE
<b>Benefits:</b>	Health, Vision & Dental, paid vacation, sick leave, paid holidays, EAP, Professional Development, Flexible work schedule, & addlt. benefits
<b>Reports to:</b>	Director of Programs
<b>Supervises:</b>	1-3 staff
<b>Location:</b>	In-person / hybrid with ability to travel frequently throughout Whatcom County

**About the WDRC:** The Whatcom Dispute Resolution Center is a 501(c)3 nonprofit organization serving the people of Whatcom County since 1992. Our vision is for Whatcom County to be a community in which people approach conflict in creative and healthy ways.

**Working Conditions:** The WDRC is an inclusive, collaborative organization, in which empathy, communication, and integrity are highly valued as we provide impartial, accessible dispute resolution services for our entire community. We believe in and continually strive to provide a supportive, healthy and productive work environment. Staff serve the public through a variety of programming held in-person or virtually, in public and private venues. 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 Summary:** The Education Program Manager position provides leadership and support to staff and trainers to advance meaningful, high quality learning opportunities for a wide range of audiences. This position is integral to our adult and youth prevention services, including collaboration with staff, contractors, and volunteers to ensure quality provision of services to the community. The position includes a combination of administrative, program development, and direct service responsibilities. An ideal candidate will have substantive knowledge of conflict resolution; be an experienced trainer who brings a thoughtful approach to working with staff, partners, stakeholders, and clients; is skilled in program, partnership, and curriculum development; and demonstrates a clear commitment to equity, accessibility, and trauma-informed practices. They will share a strong belief in the mission of the WDRC and will enthusiastically embrace the opportunity to work with our team. This position is well suited for a leader who is excited about strengthening and growing a core service area.

We strongly encourage people of color (including bilingual and bicultural), all genders and gender identities, people of all abilities, LGBTQ+ individuals, veterans and national service alumni to apply.

## **Responsibilities:**

### Program Development

- Collaborate with the Director of Programs and Executive Director to set annual and long term program goals to sustain and grow our training programs
- Review and assess current training offerings for efficacy and relevancy
- Design and develop new training curricula in partnership with the training team and other stakeholders
- Advance the use of best practices for participant engagement and learning with particular attention to accessibility and equity
- Collaborate with staff to market customized services to specific audiences

### Service delivery

- Oversee scheduling and coordination of WDRC's ongoing weekly, monthly, quarterly, and annual trainings
- Provide intake, design, coordination, and delivery as needed for custom trainings
- Teach a variety of WDRC established workshops and assist with related facilitation and mediation services
- Serve as the primary point of contact for contract and volunteer trainers, supporting consistency, quality assurance, ongoing skill building, and collaboration
- Ensure regular communication regarding workshop needs and logistics, including promotion, and evaluation
- Manage risk, and promote safety and wellbeing of staff, contractors, volunteers, and clients

### Partnership building and outreach

- Create, maintain and strengthen program partnerships with community organizations, businesses, school personnel, justice system staff, and coalitions
- Collaborate and consult with stakeholders to promote and integrate the use of conflict resolution and restorative justice practices

### Contract and Grant Management

- Adhere to organizational standards, grant, contract, and reporting requirements,
- Maintain program records including attendance and evaluation data
- Complete monthly, quarterly, semi annual, and annual reports, including quantitative and qualitative data
- Assist with writing grant and contract applications
- Complete fiscal tasks in a timely manner, including client fee collection, contractor invoicing, program budget development and tracking

### Supervision

- Supervise the education team to ensure staff wellbeing and smooth delivery of trainings services,
- Provide verbal and written feedback and support to program staff including annual reviews

### Additional Responsibilities

- Work collaboratively with other staff to participate in shared responsibilities, and otherwise advance WDRC mission.
- Assist in organizational planning and improvement as part of the management team as well as opportunity to join internal and statewide committees.

### **REQUIRED SKILLS AND ABILITIES**

- Experience developing and delivering conflict resolution and related trainings
- Demonstrated experience managing, coordinating, and/or sustaining programs
- Experience modifying educational methods and materials to increase accessibility
- Ability to encourage participation in diverse group settings with youth and adult learners
- Experience managing grants and contracts including reporting program progress to stakeholders
- Ability to manage collaboration and task delegation with a wide range of individuals and entities
- Capacity to effectively represent the WDRC and the education program in public settings
- Ability to communicate effectively in English both orally and in writing
- Ability to give and receive feedback, be flexible, and maintain a sense of humor
- Ability to work under pressure and effectively diffuse crisis situations, as well as successfully work through conflict with co-workers, volunteers, and program partners
- Proficiency with Zoom, Microsoft Word and Excel, Google Suite applications

### **MINIMUM QUALIFICATIONS**

- Bachelor's degree or commensurate work experience in conflict resolution and/or related educational programs
- Several years of conflict resolution experience working with youth and adults or relevant educational leadership experience
- Professional Mediation Training (or ability to take training w/in first months of hire)
- Speaking, teaching and/or facilitation experience in public and private settings
- Cultural sensitivity and equity training; experience advancing related principles into practice
- Familiarity with educational design with attention to accessibility
- Experience supervising or managing staff or volunteers

### **PREFERRED EXPERIENCE AND/OR TRAINING**

- Experience and/or understanding of restorative and trauma-informed practices and dialogue processes
- Experience with or exposure to the unique needs of youth and adults experiencing and healing from trauma, as well as justice-involved individuals
- Advanced training in Family and/or Parent-Teen Mediation
- Advanced training in Victim-Offender Mediation or Restorative Justice
- Advanced training in group facilitation
- Training/experience in experiential learning
- Experience providing or designing remote, hybrid and online learning
- Masters degree in related field

**How to apply:** Submit Resume with 3 Professional References AND either Cover Letter OR [Google Forms Application](#). Please make sure that one of your three references is someone you have supervised or directly supported. Application materials should be emailed [Jaina@whatcomdrc.org](mailto:Jaina@whatcomdrc.org) with the job title in the subject line header. Position will be open until filled, with a first review on October 11, 2022.