



Conflict Resolution Service

Invitation for Applications for the Roster of Associates

The Conflict Resolution Service (CRS) at St. Stephen's Community House is inviting applications for its roster of Associates. CRS Associates are assigned on a contract by contract basis to deliver training and mediation services in organizational and workplace settings, mostly in the not-for-profit sector.

Scope of Work that may be assigned

1. Delivery of standardized trainings, such as CRS' 3-Day Interpersonal Mediation workshop.
2. Design and delivery of customized workshops, either alone or with other CRS Associates. This work involves negotiation with clients about training objectives, content, methodology and materials.
3. Coaching for role play or skills practice sessions in CRS workshops, under the general direction of the lead trainer or trainers.
4. Professional co-mediation of workplace, organizational or multi-party conflicts using CRS' transformative and facilitative model of interpersonal mediation. Within this framework, scope will be given to tailor the process to meet client needs. Conflict coaching for parties in dispute may also be involved.
5. Facilitation of meetings such as strategic planning sessions, public meetings, board, team or staff meetings.
6. Contribution to the ongoing program development of CRS, such as internal capacity building and the service development.
7. Occasional participation on the roster of volunteer mediators in the CRS community mediation program.

Job Expectations

- CRS Associates are required to receive training in CRS' Model of Interpersonal Mediation. They must attend CRS' 3-Day Foundational and 3-Day Advanced Interpersonal Mediation workshops, or CRS' 5-Day Interpersonal Mediation workshop.

- New CRS Associates will undergo a mentoring and performance evaluation period during which they will work closely with CRS staff and more experienced CRS Associates on training and mediation contracts. The length of this period will be negotiated, and during this time special terms will apply to remuneration.
- New CRS Associates are expected to attend CRS Associate meetings and professional development sessions organized by CRS.

Qualifications

- Training and at least two years experience in mediation preferably in workplace or organizational settings, and/or at least two years experience in training design and delivery using adult education principles
- Skills and experience in managing conflict, facilitation of meetings, and teambuilding
- Excellent communication and interpersonal skills: clear written and verbal communication, ability to dialogue with diverse parties, and to openly give and accept feedback
- Experience in non-profit organizations or community settings a strong asset
- Work experience in the fields of mental health, organizational development or human resources, settlement services, youth, housing, or support for people who are homeless considered an asset
- A strong anti-oppression analysis and practice, as well as commitment to social justice
- Ability to work both independently and cooperatively with others
- Good time-management, organizational and computer skills
- Creativity, dynamism, commitment to continuous learning, and a good sense of humour
- Daytime availability and flexibility in schedule are required
- GTA travel required, and ability to travel beyond the GTA an asset

St. Stephen's Community House is dedicated to achieving a workforce that is reflective of the communities we serve, and CRS is looking to increase the diversity of backgrounds, skills, perspectives and experience on its roster of Associates.

Please send a resume and cover letter explaining your qualifications and why you are interested in working with CRS by **5 pm on Monday, August 16, 2010** to:

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