



Center for Dispute Resolution and Restorative Justice

## **Volunteer Practicums with Resolve**

Practicums are extended volunteer learning opportunities designed to develop and advance the volunteer's skills by offering a supervised and structured pathway to become a professional mediator or restorative justice practitioner after completion of your initial mediation or restorative justice training. These positions are available when there are specific needs for additional volunteers to support Resolve's service delivery and programming. Practicum participants receive their initial training at a subsidized rate along with ongoing mentoring, coaching, and skill development, in exchange for minimum commitment of a one year of volunteer service.

### **The Dispute Resolution Volunteer Practicum**

The Dispute Resolution Volunteer Practicum is available to community members who are interested in learning, developing, and refining their skills as a mediator while providing small claims mediations in Jackson and or Josephine counties and eviction (FED) mediations in Jackson County.

#### Volunteer Expectations

- Completes an initial volunteer application process or is a current volunteer in good standing
- Successfully complete a 36 hour Basic Mediation Training that meets the standards of the Oregon Chief Justice Rules
- Adheres to all professional and organizational policies, guidelines and best practices.
- Regularly attends scheduled mediation sessions and or practice group sessions.
- Completes the 6-hour Court System training program (OR Court Connected General Civil Mediator Rule 3.5)
- When applicable, completes 2-hours of additional of court system training for FED cases.
- Completes 12-hours of additional continuing education during the practicum period.
- Maintains and regularly submits completed mediation tracking sheets and practicum tracking reports for review.
- Remains open to giving and receiving feedback.
- Meets regularly with Resolve staff, and assigned mentors to debrief mediations and review your progress.
- Complete a final evaluation at end of practicum term

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## Resolve Expectations

- Provides initial intensive training and other required trainings at a subsidized rate (“at cost”)
- Provides on-going mentorship, coaching, and skill development
- Provides opportunities for feedback, reflection and skill development
- Provides opportunities for observation and skill development for advanced and specialized types of mediation and conflict resolution services as appropriate.

## **Practicum Application Process**

### New Volunteers

- Complete and submit a *Resolve Volunteer Application* along with a brief cover letter outlining your interest in becoming a mediator and volunteering with Resolve.
- The director of Mediation and Facilitation schedules a meeting with the potential Practicum candidate.
  - a. The purpose of the meeting is for the director to learn more about the candidate's skills and interests and
  - b. Outline the scope of the volunteer commitment, clarify expectations and answer any questions.

If the practicum opportunity is a fit for Resolve and the community member the candidate then:

- Completes the background check form and the background check is completed
- Schedules and meets with the Executive Director to complete the volunteer orientation process and signs a *Practicum Agreement*
- The volunteer then completes the registration process, pays the fee for the *Basic Mediation Training* and successfully completes the course.
- After completion of the initial training the volunteer schedules and meets with the Director of Mediation and Facilitation to create their plan of service and continued training.
- The Volunteer completes the minimum hours as agreed upon with the Director of Mediation and Facilitation.
- Completes an evaluation and assessment at end of the practicum program

### Current Volunteers

- The volunteer receives a recommendation from their program supervisor for the upcoming Practicum program.
- The volunteer schedules a meeting with Director of the program offering the Practicum.
  - a. The purpose of the meeting is for the director to learn more about the skills and interests of the candidate and
  - b. Outline the scope of the volunteer commitment, and clarify expectations.

If the practicum opportunity is a fit for the program and the volunteer:

- The volunteer signs a *Practicum Agreement* with the Program Director
- The volunteer completes the registration process, pays the fee for the initial mediation or restorative justice training and successfully completes the course.
- After completing of the initial training the volunteer schedules and meets with the Director of the program to create their plan of service and continued training.
- The Volunteer completes the minimum hours as agreed upon with the Director program.
- Completes evaluation and assessment at end of the practicum program.

### **Examples of Advanced Dispute Resolution Opportunities for Resolve Volunteers**

- Workplace mediation- cases involving issues within a workplace that may include claims of harassment, unfair work practices and unresolved conflicts and issues between staff and or supervisors.
- Case intake and conflict coaching – Which is usually done over the phone with potential clients from the community who are calling resolve for assistance with an unresolved issue and or conflict.
- Group Facilitations - Involves working with groups or agencies to design and lead one or more group process or meetings.
- Oregon Foreclosure Avoidance Facilitation (OFAP) - facilitated conversations with attorneys, lenders and residents which allow Southern Oregon homeowners to stay in their homes
- Domestic Relations Mediation (DOMREL) – support for separating or divorcing families through mediated conversations and agreements.
- Assisting with or delivering trainings or seminars on conflict management and dispute resolution skills.