

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES
CLASS SPECIFICATION

HUMAN RIGHTS MEDIATION SUPERVISOR

POSITION CODE: 19769

Effective: 1-1-10

DISTINGUISHING FEATURES OF WORK:

Under direction, plans, organizes and directs the Mediation Program in the Department of Human Rights; supervises several subordinate mediator staff; coordinates mediation program with Charge Processing and other areas; reviews production for quality, accuracy and timeliness; performs a small number of mediations of charges of discrimination to maintain core work skills.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Supervises mediators and support staff; assigns and reviews work; provides guidance and training to assigned staff; counsels staff regarding work performance; reassigns staff to meet day-to-day operating needs; establishes annual goals and objectives; approves time off; adjusts first level grievances; effectively recommends and imposes discipline, up to and including discharge; prepares and signs performance evaluations; determines and recommends staffing needs. Supervises and oversees the operations of the Mediation Program and the activities of 3 - 5 Mediators to provide for the consistent application of mediation techniques and conformance with statutory requirements.
2. Monitors the Mediators' scheduling of mediation conferences, workloads, and the timely processing of pre-mediation procedures and post-mediation procedures. Organizes workflow and workloads to ensure that Agency standards are met and that cases move through the unit in a timely manner.
3. Maintains an on-going evaluation of the Mediation Program by developing and implementing research projects and generating computer reports, client surveys and other means of assessing the unit's performance. Recommends, revises and implements substantive and administrative policies to enhance the operation of the Mediation Program.
4. Answers general inquiries from the public and agency staff concerning the mediation process; the advantages of the mediation program and the role of the mediator, and how mediation relates to the Department's overall handling of charges of discrimination.
5. Mediates approximately four charges of discrimination per month, holding mediation conferences and preparing findings and conclusions to maintain skills in mediating cases.

HUMAN RIGHTS MEDIATION SUPERVISOR (Continued)

6. Works with mediator staff to facilitate professional development. Holds regular unit meetings to discuss techniques and recent mediation experiences of difficult cases, and encourages participation in outside professional training, when appropriate.
7. Establishes and maintains a positive rapport with outside professional organizations and entities whose focus is on mediation and the professional development of mediators.
8. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skill and mental development equivalent to completion of four years of college, preferably with coursework in business or public administration.

Requires two years professional experience in mediating disputes preferably including those dealing with discrimination issues.

Requires certification as a mediator from an approved certifying organization.

Knowledges, Skills and Abilities

Requires extensive knowledge of the methods and techniques of mediation, preferably as applied to discrimination disputes.

Requires ability to communicate effectively both orally and in writing and work with individuals in conflict to reach mutually acceptable outcomes.

Requires ability to quickly grasp key issues and facts, and identify plausible alternatives.

Requires ability to interpret and apply the Human Rights Act in mediating charges of discrimination.

Requires ability to utilize a personal computer and productivity software to prepare reports and case paperwork, maintain and extract database information and communicate with others via e-mail.

In addition to having a written and spoken knowledge of the English language, candidates may be required to speak and write a foreign language at a colloquial skill level in carrying out position duties in conjunction with non-English speaking individuals.