

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES
CLASS SPECIFICATION

HUMAN RIGHTS MEDIATOR

POSITION CODE: 19771
Effective: 7-1-10

DISTINGUISHING FEATURES OF WORK:

Under general direction, mediates charges of discrimination, filed with the Department of Human Rights, through the Human Rights Mediation Program as a certified mediator.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Mediates approximately four charges of discrimination per week. Schedules and convenes meetings with parties to a discrimination charge, explains the mediation process and the role of the mediator. Facilitates positive discussions between the parties to determine the facts and identify common ground. Encourages clarification of facts and positions in open sessions and caucuses privately with each party to explore possible resolution of the charge.
2. Contacts clients to assess interest in a non-binding, voluntary process of mediation as a means to resolve and expedite the charge. Answers inquiries about the mediation process and employment discrimination mediation as a front-end alternative to the formal investigation of charges. Actively follows up with clients in an attempt to bring about a mutually agreed resolution.
3. Organizes and prepares files for mediation conferences, logs in parties, drafts paperwork for mediated charges. Tracks mediation files using a computerized database to assure timeliness. Implements research projects, client surveys and other means of assessing the unit's performance.
4. Develops client surveys, computerized work tracking reports and other means for measurement of program outcomes. Devises training program components that improve knowledge and understanding of the Human Rights Act and rules and regulatory practices.
5. Answers general inquiries about DHR process and employment discrimination mediation. Contacts clients to assess interest in mediation. Schedules conferences and follows up on files after

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mediation conferences. Recommends, revises and implements changes in mediation program and practice to assist in the operation of the mediation program.

6. 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 the completion of four years of college, preferably with coursework in business or public administration.

Requires one year of professional experience which includes mediating disputes, preferably including those dealing with discrimination issues, or, requires completion of an approved agency training program.

Requires certification as a mediator from an approved certifying organization.

Knowledge, 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 and Department's rules and regulations 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 email.