

JOB TITLE: Conflict Resolution Education Trainer
EMPLOYER: Asian Youth Center (AYC)
LOCATION: Hybrid, La Verne, San Dimas, Commerce
DEPARTMENT: Youth & Family Services
REPORTS TO: Program Manager
EFFECTIVE DATE: September 1, 2023
FLSA STATUS: Hourly, Part-Time/Full-Time, Non-Exempt, At Will
SALARY: \$21 - \$29.00 per hour



SUMMARY: Assist in the implementation of direct social services appropriate for incarcerated youth and young adults to help reduce their criminal involvement and recidivism and overcome barriers to success in their family, school, community, employment, health, and life. Services include but are not limited to: Case Management Services; Conflict Resolution Training; and Peer Mediation. See program manuals and funding source Scope of Work or contract documents for more specific program information.

DUTIES AND RESPONSIBILITIES:

- Assist with conflict resolution education training services to develop peer mediators and facilitate peer mediation;
- Conduct orientation and enrollment of referred clients;
- Assist with facilitation of Conflict Resolution Education training to help youth with rehabilitation, facilitating mediation, and reintegration back into the community;
- Assist with the implementation of curriculum involving communication skills, problem identification, techniques for achieving agreement, functions and responsibilities of a mediator;
- Assist with the training of youth to conduct peer mediation to find resolution to conflicts;
- Assist youth with role-play scenarios to prepare them for real-life disputes;
- Assist in peer mediation sessions within the juvenile camps;
- Assess and respond to client satisfaction feedback regularly and positively;
- Maintain accurate and up-to-date documentation;
- Attend required meetings and trainings;
- Provide services on a flexible schedule including evenings and weekends; and
- Other related duties as assigned by the supervisor, or as identified in program manuals or funding source contracts.

SUPERVISORY RESPONSIBILITIES:

- This job has no supervisory responsibilities.

REQUIRED QUALIFICATIONS:

- High school diploma or equivalency;
- Knowledge of the juvenile criminal justice system and the various impacts of incarceration;
- Ability to provide Conflict Resolution Education Training to youth in juvenile detention centers in La Verne, Commerce, and San Dimas;
- A willingness to work with diverse communities;
- Good verbal and written communication skills in English;
- Computer literate or a willingness to learn; and

- Certificates, licenses, and registrations required: Adult, Child, and Infant CPR/AED & First Aid Certification.

PREFERRED QUALIFICATIONS:

- Six months of related volunteer or work experience with previously incarcerated populations, high-risk, at-risk, probation, foster care, and/or low-income youth and/or parents;
- Bilingual in Spanish; and
- Experience with group facilitation, group presentations, and/or experience with home-visitation.

COMPETENCIES:

- **Cultural Competence** – Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Builds a diverse workforce.
- **Ethics** – Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- **Adaptability** – Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- **Analytical** – Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.
- **Attendance/Punctuality** – Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- **Business Acumen** – Understands business implications of decisions; Displays orientation to profitability; Demonstrates knowledge of market and competition; Aligns work with strategic goals.
- **Change Management** – Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.
- **Cooperation** – Establishes and maintains effective relations; Exhibits tact and consideration; Displays positive outlook and pleasant manner; Offers assistance and support to co-workers; Works cooperatively in group situations; Works actively to resolve conflicts.
- **Cost Consciousness** – Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.
- **Customer Service** – Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- **Delegation** – Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results.
- **Dependability** – Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

- **Design** – Generates creative solutions; Translates concepts and information into images; Uses feedback to modify designs; Applies design principles; Demonstrates attention to detail.
- **Initiative** – Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
- **Innovation** – Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.
- **Interpersonal Skills** – Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- **Job Knowledge** – Displays required job skills and knowledge; Exhibits ability to learn and apply new skills; Keeps abreast of current developments; Requires minimal supervision; Displays understanding of how job relates to others; Uses resources effectively.
- **Judgement** – Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- **Leadership** – Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.
- **Managing People** – Includes staff in planning, decision-making, facilitating and process improvement; Takes responsibility for subordinates' activities; Makes self available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal and external); Fosters quality focus in others; Improves processes, products, and services.; Continually works to improve supervisory skills.
- **Motivation** – Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.
- **Oral Communication** – Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- **Organizational Support** – Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.
- **Planning/Organizing** – Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
- **Problem Solving** – Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- **Professionalism** – Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

- **Project Management** – Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.
- **Quality** – Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- **Quality Management** – Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.
- **Quantity** – Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.
- **Safety and Security** – Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.
- **Strategic Thinking** – Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.
- **Teamwork** – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- **Technical Skills** – Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.
- **Visionary Leadership** – Displays passion and optimism; Inspires respect and trust; Mobilizes others to fulfill the vision; Provides vision and inspiration to peers and subordinates.
- **Written Communication** – Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

- Frequently required to stand
- Frequently required to walk
- Frequently required to sit
- Occasionally required to climb, balance, bend, stoop, kneel or crawl
- Continually required to talk or hear
- Occasional exposure to outside weather conditions
- While performing the duties of this job, the noise level in the work environment is usually quiet to very loud
- The employee must occasionally lift and /or move more than 35 pounds

Work Remotely

- Hybrid

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Please send a cover letter and resume along with 3 references to careers@aycla.org

AYC is an Equal Employment Opportunity Employer and adheres to hiring practices in accordance with Federal and State regulations.