

## **Community Service Programs, Inc. – Dispute Resolution Services**

1221 East Dyer Road, Suite 120

Santa Ana, CA 92705

<http://www.cspinc.org/Dispute%20Resolution>

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### **COMPANY DESCRIPTION**

"CSP is a non-profit agency committed to serving youths, adults and families living in Orange County who are involved or are at-risk of involvement with the justice system." CSP was established in 1972 at the University of California Irvine, under the aegis of the Social Ecology Program. Diversion counseling for delinquent youth and their families was provided at the Costa Mesa and Huntington Beach Police Departments. Since that time CSP has grown dramatically in size and scope and has designed and implemented some of the most respected prevention and intervention programs in Southern California. Twelve model programs assist over 111,000 persons a year--abused children, victims of crime, struggling families, acting out adolescents, and people in need of mediation services. CSP proudly celebrates over 40 years of providing services to children and families in Orange County.

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### **DUTIES & RESPONSIBILITIES**

Students will participate in a wide range of activities, which may include: • 40 hour Basic Mediation Training (training will count for internship hours). • Intake assessment for new cases; • Assisting with the coordination of volunteer mediators; • Information and referrals; • Case management, follow-up and documentation; • Telephone conciliations; • Observing, co-mediating, and mediating cases; • Public speaking and outreach opportunities. In addition, students may participate in the development of special projects based on interest with the approval of the Program Supervisor. Routine clerical and telephone work may be required as well. Students will experience the full range of opportunities and duties in order to gain a complete understanding of the mediation process. On-the-job training will be provided for each specific duty, and students will be allowed to observe, co-mediate, and with the approval of the Program Supervisor, mediate cases.

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### **QUALIFICATIONS & REQUIREMENTS**

Prerequisite skills: Must be comfortable having direct contact with clients, skilled in telephone communications, and able to handle multiple tasks. Genuine interest in alternate dispute resolution services also required. This placement is well suited for Psychology, Sociology, Human Services, Criminology, Law and most Social Sciences and Social Ecology majors. Bilingual in Spanish/English or Vietnamese/English desired but not required.

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### **TIME COMMITMENT**

These are the requested periods of time by the employer

- 1-term (50-100 hours/10 weeks)

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### **HOW TO APPLY & DEADLINE**

At least two weeks prior to enrolling in UCI's internship class, please email us at [disputeresolution@cspinc.org](mailto:disputeresolution@cspinc.org) and attach your resume and cover letter indicating where you go to school and the academic term (and dates) in which you hope to complete your internship.

Deadline: Please apply at least two weeks prior to enrolling in UCI's internship class.

**CONTACT INFORMATION**

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For More information please contact Jennifer Reed at 949-250-4058 or [disputeresolution@cspinc.org](mailto:disputeresolution@cspinc.org).  
You can also visit their website at <http://www.cspinc.org/Dispute%20Resolution>.