

New York Center for Interpersonal Development

Conflict Resolution Services

POSITION DESCRIPTION

Position Title: Assistant Director for Conflict Resolution Services
Reports To: Director of Conflict Resolution Services

GENERAL FUNCTION:

Under the supervision of the Director of Conflict Resolution Services and in conformance with the Personnel Policy and Procedures set forth by New York Center for Interpersonal Development's Board Of Directors, the Assistant Director of Conflict Resolution Services supervises the day-to-day operations of the Community Dispute Resolution Center.

QUALIFICATIONS:

Incumbent must bring to this position an appropriate background of education and experience to carry out functions of the position. Training in conflict resolution is preferred (NYCID to provide training within six months, if needed).

KNOW HOW:

In order to effectively administer the program responsibilities in accordance with the policies and objectives established by the Board of Directors, the incumbent must have an understanding of the respective roles of the Board of Directors, NYCID staff and volunteer mediators, and the general agency constituency.

He/she must possess demonstrated experience working with the varied community organizations and human service agencies in the Staten Island area, knowledge of the criminal justice system and the mediation process. He/she must also possess the ability to interview and make assessments, to communicate effectively; orally and in writing with people of varied background, encourage greater usage of the ADR process by the Staten Island community and to work with volunteers. Knowledge of counseling and interpersonal problem-solving techniques is important. The incumbent should exhibit initiative, tact, integrity, and commitment to peaceful conflict resolution through the mediation process. The candidate should demonstrate a sensitivity to the individual needs of clients.

This position requires the ability to work cooperatively with personnel from the courts, the District Attorney's office, local law enforcement agencies, and other organizations.

New York Center for Interpersonal Development

RESPONSIBILITIES:

- Performs managerial duties, including supervising staff at the direction of the Director of Conflict Resolution Services and management of day-to-day program operations.
- Provides ongoing support to staff to ensure that they meet their goals and objectives.
- Supervises day-to-day case management from intake to final disposition.
- Liaison with Fiscal Department regarding fiscal issues relating to trainings and program funding (accounts receivable, accounts payable, check requests).
- Responsible for case reporting to program funders and program billing to the Office of the Criminal Justice Coordinator.
- Management of staff time as it relates to time and labor online system for payroll processing.
- Provides leadership and support for special projects and implementation of same under the direction of the Director of Conflict Resolution Services.
- Performs all administrative functions as they relate to mediation trainings and practicums, including: marketing materials and outreach, website management, registration and follow up with potential applicants and coordination of space and program materials as needed.
- Participates in trainings as needed (including both administrative support and training/coaching support).
- Oversees the daily operations of the court screening function of the Staten Island Community Dispute Resolution Center. Supervises staff, responsible for screening civilian initiated complaints referred by the police and other referral sources, making appropriate referrals to mediation, the District Attorney's Office, Civil and Family Courts and other appropriate referrals.
- Maintains a case-load of parent/child mediation cases and other undesignated special cases as needed.
- Assists with the development and implementation of mediation training programs geared towards training volunteer mediators, including in-service training.
- Maintains a mentorship/apprenticeship tracking program.
- Coordinates the ongoing supervision of volunteers.
- Serves as a resource person for mediators by identifying potential problem areas associated with a case, reviewing agreements and suggesting appropriate social service agencies to provide follow-up support.
- Maintains adequate record keeping system including file retention.
- Meets regularly with the Director of Conflict Resolution Services in addition to keeping Director updated as to any special requests or changes within the program that require more immediate attention.
- Serves on advisory committees as needed.
- Attends agency staff meetings on a regular basis.
- As a member of the management team, assists in the development and implementation of strategies for marketing and public relations of the program.
- Assists mediation staff in conducting outreach to the north shore, south shores and mid-Island sections of Staten Island.
- Assists with the overall promotion of the program.
- At the direction of the Director of Conflict Resolution Services, interacts with the Unified Court System, the Coordinator for Criminal Justice program managers and other CDRCP programs as needed.
- Assists the Director of Conflict Resolution Services with monthly, quarterly and annual reports for state, city agencies, and New York Center board of directors. Monitors monthly caseloads to ensure that milestones are being met.

New York Center for Interpersonal Development

- Assists in preparation of proposals.
- Coordinates the training and supervision of interns assigned to the program
- Attends supervision meetings with Director Conflict Resolution Services as required.
- Participates in planning/pre-planning sessions regarding logistics and feasibility of program changes/additions within the CDRCP.
- Other duties as assigned by the Director of Conflict Resolution Services.

END RESULTS EXPECTED:

- Maintenance of referrals with the Criminal Justice system, The District Attorney's Office, and the courts.
- Assists the Director of Conflict Resolution Services in ensuring an increase in referrals from the community and thereby increasing the number of annual screenings.
- Assists the Director of Conflict Resolution Services in ensuring an increase in the number of cases scheduled and cases held.
- Attainment of contractual objectives.
- Increase efficiency in the department by providing resources, guidance and training for subordinates to do their jobs.
- Maintain good working relationship with your subordinates and to act as a positive role model

The following attributes though not required are a plus:

- Legal background
- Mediation training and experience
- Restorative Justice/Practices training and experience
- Staten Island Resident
- Car

Salary commensurate with experience
Generous benefits package provided

*To apply for this position please email a cover letter and resume to ADR@NYCID.ORG
Subject line must read: **AD CRS March 2019***

Only applicants with cover letter and resume attached will be considered