

Community Dispute Resolution Center Program

**POSITION DESCRIPTION**

Position Title: Associate Mediation Manager  
Department: Community Dispute Resolution Center Program  
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's Board of Directors, the Case Manager accepts referrals and develops cases for mediation. The Case Manager also assists with screening for domestic violence and civilian-initiated (non-arrest) criminal complaints and conducts intake interviews of cases referred by the Family and Criminal Courts. The case manager, with the assistance of supervisory staff, determines if the matter is appropriate for mediation and/or makes referrals to other resources. The Case Manager handles all logistics of mediation cases from intake to disposition, including the scheduling of appropriate mediators. The Case Manager must possess strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in a diverse community.

The incumbent must possess demonstrated experience working with the public. The position requires an understanding of the mediation process, and the relationship of the program to the court system. He/she must also possess the ability to interview clients and make assessments, to communicate effectively; orally and in writing with people of varied backgrounds, encourage greater usage of the ADR process by the Staten Island community and to work with volunteers. Some knowledge of counseling and interpersonal problem-solving techniques is helpful. 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 educational institutions, the courts, the District Attorney's office, local law enforcement agencies, and other organizations.

**Minimum QUALIFICATIONS:**

The Case Manager must bring to this position an appropriate background of education and experience to carry out functions of the position. The Case Manager position requires a Bachelors degree in a Social Science discipline, Criminal Justice, or a related field, plus two (2) years experience in human services. New York Center will provide training, if needed. A candidate with some college and relevant experience will be considered. The Case Manager must have a professional appearance, be self-motivated and have the ability to work as a team player. Cultivating professional relationships is key to this position.

**Job RESPONSIBILITIES:**

**Duties and responsibilities include but are not limited to:**

- Act as key point person and liaison for CDRCP with partner agencies/key referral sources
- Be aware of and attend meetings relevant to case load including but not limited to Supreme Court, Civil Court, Staten Island Community Partnership, Police Precinct Community Councils. When meeting occurs in the evening and/or the coordinator is not available to attend, coordinator should inform Director of Conflict Resolution Services so that an alternative representative can attend.
- Conduct thorough screening with each party to ensure a referral is appropriate for mediation, including using tools developed by the DV Subcommittee
- Ensure that important components of mediation are complied with, including confidentiality, neutrality and voluntariness.
- Outreach for and develop new referrals for non-court mediation cases
- Provide information and referral services to domestic violence victims.
- Manage civilian-initiated complaint cases
- Manage the DAT/First Time Offender Mediation Program
- Maintain log and statistics of services for Family, DAT, and Parent Ed Cases
- Manage delivery of services to clients, including schedule and logistics of mediation sessions
- Maintain a case load of open mediation cases.
- Connect clients to services when a mediation session results in a referral for services.
- Conduct follow-up of mediation cases.
- Handle compliance complaints
- Conduct continuous outreach.
- Meet regularly with the Director of Conflict Resolution Services and other CDRCP staff
- Other duties as assigned by the Director of Conflict Resolution Services, the Senior Director of Programs or the Executive Director.

**END RESULTS EXPECTED:**

- Appropriate dispositions for all screenings.
- Timely management of mediation cases.
- Efficient scheduling of all mediators.
- Keeping supervisory staff well-informed.
- Increase in numbers of clients served
- Enhanced quality of case management services for clients from intake through follow-up.

**Knowledge, skills and abilities:**

- Ability to organize, prioritize and schedule work assignments
- Good analytical and problem solving skills
- Demonstrated proficiency in operating standard office equipment and Microsoft Office applications
- Strong organizational skills; the ability to work accurately with a great amount of detail
- Ability to plan, develop, and coordinate multiple projects
- Knowledge of conflict resolution and/or mediation skills.
- Effective verbal and written communication skills
- Ability to develop, plan, and implement short- and – long term professional goals
- Ability to foster a cooperative work environment
- Ability to maintain the highest degree of confidentiality, integrity, and professionalism.
- Ability to follow oral and written instructions.

*Salary commensurate with experience  
Generous benefits package*

*To apply for this position please email a cover letter and resume to [ADR@NYCID.ORG](mailto:ADR@NYCID.ORG)  
Subject line must read: **Associate Mediation Manager – March 2019***

***Only applicants with cover letter and resume attached will be considered.***