



Finding common ground  
through mediation

# Hiring: Mediation Case Manager

*TO APPLY: send resume and cover letter by email to [applications@ResolutionNorthShore.org](mailto:applications@ResolutionNorthShore.org), with the subject line "Mediation Case Manager – [last name]" by November 30 2023*

## Position Summary

The Resolution Center is seeking a Mediation Case Manager to provide direct support to people in conflict by receiving referrals and inquiries, conducting intake conversations, setting up mediation services, and overseeing full case management of active cases. The Mediation Case Manager is a public-facing role with significant outreach and partnership-building responsibilities.

The Mediation Case Manager is a full-time staff member with a new-hire starting salary of \$45,000 - \$50,000 per year, who is responsible for full program management of the Housing Mediation Program and case management of other community and court-referred conflicts, with a particular focus on Re-Entry Mediation. The person in this role reports to the Executive Director and works closely with peers and mentors from a variety of professional backgrounds, including the Manager of Mediation Services, Program Coordinator, Director of Youth Programs, Board, volunteers, partner organizations, and clients.

We welcome applicants who are eager to contribute to an established community-based nonprofit organization, focused on the mission of empowering people with conflict resolution skills and services. We offer staff members professional development opportunities including Basic Mediation Training and continuing education in conflict and communication skills.

## Responsibilities

Responsibilities of the Mediation Case Manager include, but are not limited to:

- Housing Case Management and Outreach (approx. 60% of role or 24 hours a week – usually 3-5 hours a day of core routine activities)
  - Manage housing-related mediation cases, including receiving referrals and inquiries, conducting intake conversations, scheduling mediation sessions, preparing/debriefing with mediators, and completing required paperwork.
  - Serve as primary staff support for the statewide Housing Mediation Program and Tenant Assistance Program mediation services, including program management, mediator oversight, and coordination with the MA Office of Public Collaboration and other Community Mediation Centers.
  - Build and maintain relationships with housing, social service, and other non-profit organizations serving Essex County to drive referrals for mediation and

- equip organizations' staff with conflict skills/awareness of alternative dispute resolution options.
  - Act as primary liaison for The Resolution Center with community networks and organizations working on housing, eviction prevention, and related fields.
  - Maintain accurate, up-to-date contact databases of volunteers trained in housing mediation.
  - Maintain accurate, up-to-date records for all housing mediation cases, following data security and confidentiality policies.
- Re-Entry Mediation Case Management and Outreach (approx. 15-20% of role or 6-8 hours a week – varies based on case volume)
  - Serve as staff support for the statewide Re-Entry Mediation Program, including coordination with the MA Office of Public Collaboration and other Community Mediation Centers engaged in Re-Entry Mediation.
  - Build and maintain relationships with key staff at the Essex County Sheriff's Department (ECSD) and post-release/re-entry service providers.
  - Co-lead outreach presentations at ECSD facilities and conduct intake conversations with eligible participants.
  - Manage Re-Entry mediation cases, including scheduling mediation sessions, preparing/debriefing with mediators, and completing required paperwork.
  - Maintain accurate, up-to-date contact databases of volunteers trained in Re-Entry mediation.
  - Maintain accurate, up-to-date records for all Re-Entry mediation cases, following data security and confidentiality policies.
- Court and Community Case Management (approx. 5-10% of role or 2-4 hours a week – varies based on case volume)
  - Provide case management for Court-referred Civil and Summary Process cases in collaboration with Program Coordinator and Manager of Mediation Services.
  - Conduct intake calls with community inquiries for mediation in neighbor, family, workplace, or other interpersonal conflict.
  - Mediate Court-referred and community cases as needed (Juvenile Court referrals, Small Claims, Civil, Summary Process, family mediation).
- Training, Operations, Administration (10-15% of role or 4-6 hours a week, varies based on time of year and other responsibilities)
  - Work with Program Coordinator to ensure housing, Re-Entry, and other relevant program data is accurate and complete in The Resolution Center's database and reporting.
  - Serve as a trainer, coach, and/or mentor at Basic Mediation Trainings, Peer Mediation Trainings, mediator continuing education sessions, and other training workshops as schedules allow.

- Serve as a facilitator and/or logistics support for other events, including the Annual Meeting, fundraising events, outreach events, and volunteer gatherings.
- Other administrative and program support tasks as assigned

## Desired Skills and Experience

We welcome applicants with diverse identities and experiences. Research has shown differences in how people interpret job postings – for example, a study found that men applied for jobs if they meet 60% of the qualifications, while women only applied if they met 100% of the qualifications listed. If you have or are working on some of these skills, and have experience that would add value to our work and community, please apply to start the conversation:

- Strong interpersonal skills with ability to work collaboratively with a wide variety of people, including people experiencing conflict/hardship
- Ability to manage large caseload with multiple priorities
- Ability to work independently, utilize sound judgment in making decisions, and appropriately incorporate guidance from supervisors
- Fluency in Spanish
- Intermediate computer skills: proficiency with email, Microsoft office, and ability to learn new computer programs
- Ability to maintain and nurture relationships with partner and funding agencies
- Sensitivity to cultural and socioeconomic diversity and the needs of individuals with low incomes; Ability to engage in cross-cultural communication effectively
- Familiarity with housing agencies and/or demonstrated interest in housing issues in MA preferred

## Hours and Compensation

This is a full-time, salaried position starting at \$45,000 - \$50,000 per year depending on experience and increasing by cost of living and merit increases with tenure in the role. We offer a Qualified Small Employer Health Reimbursement Arrangement (QSEHRA) to support employees' healthcare costs up to \$300 per month. We provide a 401(k) retirement plan with an employer match (typically 2-3% per year). We offer three paid vacation weeks per year along with paid sick leave and a flexible work environment.

The Resolution Center operates on a flexible 40-hour work week with business hours between 9am and 5pm, Monday-Friday. Staff are expected to establish a work schedule with their supervisor that provides consistent coverage of those core business hours among the staff team, with flexibility for staff to provide services outside of core business hours to meet community needs (for example, trainings that occur on weekends, mediations that occur in the

evening), and flexibility for staff to work on a schedule that is healthiest and most productive for them as they manage their personal responsibilities and priorities outside of work as well.

## Location and Working Conditions

This is a hybrid position, consisting of computer and phone-based case management (which can be performed fully in The Resolution Center office or a combination of in-office and remotely), as well as in-person and online outreach activities, trainings, events, and meetings that may include speaking in front of a group, sitting or standing for periods of time, and transporting or arranging for transport/set up of basic event supplies and materials. The Resolution Center office is located in the Cummings Center in Beverly, MA. We expect the person in this role will frequently conduct outreach meetings outside of the office (at partner organizations and community spaces) and may conduct their case management work in the office or from home. We can accommodate the hybrid arrangement that best suits the person hired into this role, though we encourage at least one day a week in the office on average to facilitate teamwork.

## To Apply

Please submit a resume along with a brief cover letter that describes your interest in and qualifications for the role by email to [applications@ResolutionNorthShore.org](mailto:applications@ResolutionNorthShore.org), with the subject line "Mediation Case Manager – [last name]". Applications should be received by close of business November 30, 2023. We expect to invite a small number of applicants for initial interviews by phone/Zoom on a rolling basis, and in-person interviews are anticipated the weeks of December 4<sup>th</sup> or 11<sup>th</sup>.

## About The Resolution Center

Formerly called the North Shore Community Mediation Center, we were established in 1994 as a non-profit organization providing conflict resolution skills and services to people across Essex County, MA. Our mission is to educate and empower people to transform conflicts into opportunities for mutual understanding, social change, communication, and personal growth.

We are a staff of 4-5 people with a large network of volunteers and partners. Together, we provide direct service in community, family, and court-referred conflicts; mediation training to residents, schools, organizations, professional associations, businesses and municipalities; and customized conflict resolution and restorative practice workshops and facilitations.

As mediators we encourage respectful engagement for diverse perspectives to be heard and offer a place where people can have constructive conversations. The ideas of access, empowerment, equity, quality, creativity, and service are what define us as community peace-makers. We strive to create an inclusive workplace that brings together a diverse group of

staff and volunteers who represent the range of experiences and identities that make up our community.

**Mission:** The Resolution Center is a non-profit corporation whose mediators educate and empower people to transform conflicts into opportunities for mutual understanding, social change, communication, and personal growth. The Resolution Center, through collaborative efforts, raises public awareness of the value of Mediation & Alternative Dispute Resolution methods as vehicles for resolving personal differences and diminishing conflict in society.

**Our Commitment to Diversity, Equity, and Inclusion:** We recognize that diversity is not static and evolves with a changing community. We aspire to be an inclusive organization that embraces diversity in every aspect of our service to the community. To create an inclusive environment that fosters trust, respect, and equality for the people we serve, we will set standards and implement policies and practices which will be evaluated on an ongoing basis.

To learn more about our work, please visit <https://www.resolutionnorthshore.org> and explore our mediation and training services, history, leadership, and recent activities.