

# *Ku'ikahi Mediation Center*

## **CASE MANAGER JOB DESCRIPTION**

<b>Job Title:</b>	Case Manager
<b>Reports to:</b>	Executive Director
<b>Hours:</b>	40 hours per week (Monday to Friday)
<b>Status / Wage:</b>	Non-Exempt / \$14 per hour

**Summary:** Responsible for coordinating the mediation center's client services, including scheduling and management of cases, while extending our organization's mission.

### **Duties and Responsibilities:**

- Coordinates infrastructure and details for mediation services
- Receives and responds to requests for services
- Accesses whether cases are appropriate for mediation and conducts client intakes
- Responsible for opening, scheduling, and managing of cases
- Prepares and maintains hard copy and digital case files
- Maintains confidentiality of all case activity and client information
- Responds to client inquiries and provides up-to-date referrals to clients
- Works directly with clients, on the phone and/or in person, to prepare them for mediation
- Schedules and confirms mediation dates with all parties and volunteer mediators
- Maintains good relationships with judges, clerks, bailiffs, attorneys, social workers, service providers, and other professionals involved in the mediation process
- Coordinates center's representation in court for on-site mediations and on-site intakes
- Prepares and files reports and action requests to the court
- Maintains expertise in the court system in general and alternate dispute resolution in particular
- Gathers, records, and files client and mediator evaluations
- Generates quarterly and annual reports on the mediation program
- Works with the Executive Director to address client complaints and concerns
- Develops and implements systems and protocols for improving mediation services
- Assists with development and implementation of trainings for volunteer mediators
- Maintains up-to-date information on mediators and apprentices, tracks mediator status, and develops a working knowledge of mediator skills, qualifications, and preferences
- Monitors mediators, interns, and other volunteers who assist in the above list of responsibilities
- Other duties as assigned by the Executive Director

### **Requirements:**

- Bachelor's degree in Social Sciences (or related field) and/or 3-5 years of office and customer service experience (human services field preferred)
- Experience supervising volunteers
- Strong people skills, especially empathic listening
- Ability to work with diverse populations
- Ability to remain calm and positive in challenging situations and when dealing with difficult people
- Works well independently as well as part of a team
- Excellent organizational skills and verbal/written communication skills
- Strong attention to accuracy and detail; ability to multi-task and meet deadlines
- Proficient in Word, Excel, Outlook, and databases
- Able to pass a criminal background check

### **Desirable Qualifications:**

- Prior dispute resolution experience, mediation training, and/or degree in conflict resolution
- Knowledgeable about judiciary, facilitative mediation, and/or facilitation