



100 Cummings Center • Suite 307-J • Beverly • Massachusetts 01915

Manager of Mediation Services

Position Summary

NSCMC is seeking a Manager of Mediation Services to support skilled volunteers in providing high quality mediation services to our community. The individual in this role will coordinate training and continuing education for dedicated volunteer mediators; mentor and supervise volunteer mediators; manage mediation cases referred by courts, families, and community partners; and ensure NSCMC maintains best practices in our community conflict resolution work. Experience that would translate well to this role includes previous work as: social service case manager, volunteer mediator, trainer, conflict resolution practitioner, volunteer program manager, legal aid case manager, etc.

About NSCMC

North Shore Community Mediation Center (NSCMC) was established in 1994 as a non-profit community mediation center serving Essex County. The Center's mission is to educate and empower people to transform conflicts into opportunities for mutual understanding, social change, communication, and personal growth. NSCMC collaborates to raise public awareness of the value of mediation and dispute resolution methods as vehicles for resolving personal differences and diminishing conflict in society at large. NSCMC provides direct service in both community and court-referred matters where parties are seeking a non-adversarial method for resolving their dispute. NSCMC offers mediation training to residents, schools, organizations, professional associations, businesses and municipalities, as well as customized conflict resolution and restorative practice workshops. We are a staff of 4-5 people with a large network of volunteers and partners.

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, diversity, quality and service are what defines 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.

Responsibilities

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

- Manage training and continuing education for volunteer mediators, including identifying areas for skills development, managing a mentorship/apprenticeship program, and keeping accurate records of mediators' qualifications, availability for mediation, and scheduling preferences. The individual in this role may deliver training workshops, or manage consultant trainers, depending on experience and program needs.

Phone: (978) 232-1212 • Fax: (978) 232-0060 • Peer Mediation: (978) 232-0002

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- Recruit and support a diverse panel of volunteer mediators who represent the population of Essex County, including by building relationships with community organizations to identify and train new volunteers.
- Coordinate community mediation cases, including taking calls from interested community members, conducting screening calls, negotiating fees, selecting and scheduling mediators, scheduling and preparing for mediation sessions, and maintaining accurate and complete case records. For this area of responsibility, the person in this role will work closely with the Program Coordinator on logistics, scheduling, and data management.
- Coordinate mediation case referrals from District Courts, Probate and Family Court, and/or Juvenile Court; maintain complete records of all cases; develop and maintain strong working relationships with Court staff. For this area of responsibility, the person in this role will work closely with the Program Coordinator and other team members on logistics, scheduling, data management, and grant reporting.
- Work with colleagues at other Community Mediation Centers and the Massachusetts Office of Public Collaboration to identify evolving best practices in the field of conflict resolution and restorative justice to develop training and programming that meets Essex County residents' needs.
- Support outreach to community organizations to raise awareness of the availability of mediation services to support people experiencing family, community, and workplace conflict.

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 met 60% of the qualifications, while women only applied if they met 100% of the qualifications listed. If you do not have all of the skills/experience listed but do have or are working on relevant skills and experience that would add value to our work and community, please apply to start the conversation.

- Completed basic mediation training; advanced mediation training preferred.
- At least 1 year of volunteer or work experience actively using principles of mediation, conflict resolution, and/or restorative justice
- Strong interpersonal skills with ability to work collaboratively with a variety of people
- Comfortable working independently on tasks, and working as a member of a team
- Ability to engage in cross-cultural communication effectively; ability to communicate in Spanish (schedule meetings, translate basic documents) would be helpful but not required
- Experience with program implementation, including record-keeping and reporting on program outcomes/impacts
- Comfortable working with people who are experiencing conflict and stress
- Commitment to protecting the confidentiality of mediation services and information

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Location and Working Conditions

This is a hybrid position, primarily consisting of program administration/office work (which can be performed fully in the NSCMC office or partially remotely), trainings, events, and meetings. The NSCMC office is in Beverly, MA, and staff who are fully vaccinated for Covid-19 are able to work in the office on flexible schedules as health regulations/guidance permit. The person in this role will also spend time at Court buildings (following all Covid-19 protocols required by the Courts) and other community meeting spaces. Ability and willingness to travel to and from the office, Court, and other community sites by personal or public transportation is expected in this role.

Hours and Compensation

This is a full time (40 hour per week) paid position at \$47,840 per year with a small additional monthly stipend in lieu of benefits. Anticipated start date as soon as possible, by mid-January 2022. Work hours may vary based on program needs; our office typically operates approx. 9-5, and we adjust individual schedules to accommodate evening or earlier morning meetings without overworking.

To Apply

Please submit a resume and a cover letter that describes your interest in and qualifications for the role. Applications should be submitted by email to applications@nsmediation.org, with the subject line "Manager of Mediation Services – [last name]". Applications should be received by close of business December 1, 2021. We expect to invite a small number of applicants for initial interviews by phone/Zoom, and in-person interviews are anticipated the weeks of December 6th and 13th.