



# The Mediation Center

Finding common ground.

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| <b>Position Title</b>                         | Youth Mediation Coordinator  |
| <b>Posting Date</b>                           | April 24, 2020   |
| <b>Overall Description</b>                    | The Youth Mediation Coordinator is responsible for the overall operation and success of The Mediation Center's programs for youth. This includes providing conflict resolution services to youth, maintaining and growing a big network of community connections, and managing administrative aspects of grant reporting and program management.   |
| <b>Agency Description</b>                     | The Mediation Center is a 501(3)c nonprofit founded in 1984. We provide mediation, conflict resolution skills training, and supervised child visitation in Buncombe, Henderson, Transylvania, and Polk Counties of Western North Carolina. We believe that conflict is a normal part of life, and that people know what's best in their own lives. By offering non-judgmental and confidential conflict resolution and supervised visitation services we create a safer and more peaceful community for everyone.  |
| <b>Primary Areas of Responsibility</b>        | <p><b>Mediation and Conflict Resolution Skill Building</b></p> <ul style="list-style-type: none"> <li>• Provide mediation and conflict resolution skill building to diverse youth in Henderson and Transylvania counties. Most services are provided at schools during the school day.</li> <li>• Identify and take advantage of opportunities to expand the use of mediation and conflict resolution skills building services for court-involved and other under-served youth through building and maintaining strong community connections to referral sources and partners.</li> <li>• Provide conflict resolutions skills training to adults who work with youth</li> <li>• Develop and manage a team of peer mediators ages 14 to 19 who will be mediate conflicts involving youth and do program outreach.</li> </ul> <p><b>Program Coordination and Administration</b></p> <ul style="list-style-type: none"> <li>• Represent the program and The Mediation Center in the community. This includes attending regular meetings with funders and referral sources as well as generally ensure the strong reputation of the program and building relationships and connections.</li> <li>• Keep detailed case files and records in accordance with funder and agency requirements.</li> <li>• Serve as the task-supervisor and primary co-worker for an AmeriCorps member.</li> </ul> <p><b>Be a Member of the Team</b></p> <ul style="list-style-type: none"> <li>• Attend meetings, help with projects, do other tasks as needed, and generally be part of ensuring that the agency runs smoothly and meets its goals. We value open communication and helpfulness.</li> </ul> |
| <b>How we expect you to approach the work</b> | <ul style="list-style-type: none"> <li>• <b>100% follow-through</b> – stay on top of all specific tasks, follow-up items, and general areas of work. Consistently meet deadlines and maintain a high level of organization and record-keeping.</li> <li>• <b>Positive attitude and flexibility</b> – working with schools, courts, families, government funders, and youth means that schedules, requirements, and opportunities are constantly changing. You'll need to adapt quickly and move work forward through obstacles and inconveniences.</li> <li>• <b>Attention to quality and model fidelity</b> – We practice according to evidence-based and evidence-supported models. You are expected to follow these models; your alignment will be regularly assessed.</li> </ul>   |
| <b>Supervisory Relationships</b>              | The Youth Mediation Coordinator reports to The Mediation Center's Program Director. The Coordinator provides day-to-day task supervision and support for a small team of youth peer mediators as well as one AmeriCorps member.  |

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| <b>Hours/Schedule</b>            | This is a full-time (40 hours/week) non-exempt position. Hours generally fall between 7:30am and 5pm. Most services are provided during school hours. There is some flexibility within those hours and this can be arranged with your supervisor on a weekly basis. Occasional evenings are required.  |
| <b>Compensation and benefits</b> | <ul style="list-style-type: none"> <li>• Starting salary range, depending on experience: \$31,000 to \$35,500</li> <li>• Health insurance 100% paid by the employer</li> <li>• Paid vacation, sick, and holidays –12 days vacation, 12 days sick, and 11 paid holidays. Vacation time increases to 18 days per year after your first year.</li> </ul>  |
| <b>Location and Travel</b>       | The primary location for this position is our Henderson County office in downtown Hendersonville. Several times a week, you are expected to travel to Transylvania and Buncombe Counties. Work-related mileage (but not commute distance to Hendersonville) is reimbursed. Occasional out-of-town or overnight travel may be required up to a few times a year.  |
| <b>Requirements</b>              | <ul style="list-style-type: none"> <li>• 4-year degree in a human services field with one year of full-time experience working with at-risk youth, OR and equivalent combination of education and experience.</li> <li>• A valid North Carolina driver’s license and a car for use on all work days.</li> <li>• You must meet the requirements of the school systems to enter the schools and work with youth. This means that some – but certainly not all - prior criminal convictions may exclude you from this position. The Mediation Center supports employment opportunities for people with prior justice system involvement, will consider each case individually, and will advocate for well-qualified candidates. A criminal background check will not be conducted until after an offer of employment is made.</li> <li>• Due to the COVID-19 pandemic, our staff are teleworking until further notice. You must have the ability to telework including broadband internet access. A laptop computer will be provided.</li> <li>• The ability to see, hear, read, and write in English.</li> <li>• The ability to lift up to 20 pounds on an occasional basis.</li> <li>• We are largely paperless, and this position requires a substantial amount of work on the computer on a daily basis. You’ll be using a variety of programs including Office Suite, Office 365, a database, and several piece of cloud-based software. The ability to learn fast and do basic trouble-shooting independently is a must.</li> </ul> |
| <b>Desired Characteristics</b>   | <ul style="list-style-type: none"> <li>• Because the COVID-19 pandemic is limiting our ability to provide training to new employees, we are strongly favoring candidates who have completed 50 hours of inclusive model (or similar) mediator training.</li> <li>• Experience with and training in school attendance mediation</li> <li>• Significant experience working with youth, especially youth who are currently or formerly involved in the justice system.</li> <li>• Fluency in Spanish is helpful but not required.</li> <li>• Experience working with community partners and accomplishing goals through collaboration and cooperation.</li> <li>• The Mediation Center is an equal opportunity employer. We value diversity and are committed to creating an inclusive environment for all employees.</li> </ul>  |
| <b>Application Instructions</b>  | <ul style="list-style-type: none"> <li>• Please e-mail your resume and a cover letter to Laura Jeffords, Executive Director, at <a href="mailto:employment@mediatewnc.org">employment@mediatewnc.org</a>. Please put the cover letter in the body of the e-mail.</li> <li>• We do not accept phone calls or drop-in visits about open positions. We will respond to all candidates within three weeks. If you do not hear back in that time you may follow up via e-mail.</li> </ul>   |
| <b>Timeline</b>                  | Applications are accepted and reviewed on a rolling basis. Ideally, the candidate will start on at least a part-time telework basis by June 15, 2020, although earlier is ideal. We anticipate you to be living locally and available for in-person, full-time work by July 1, 2020, although it is possible that telework could continue past that time.  |