

FRONTLINE SERVICE JOB DESCRIPTION

Job Title:	Mediation Program Manager	Reports To:	Director, CMC
Department:	Cleveland Mediation Center	FLSA Status:	Exempt Client Facing
Approved By:		Date:	September 2022

SUMMARY

The Mediation Program Manager will manage all aspects of Cleveland Mediation Center mediation programming (Landlord Tenant/Community Mediation, Reentry Mediation, and Shelter/Shelter Diversion), will supervise a total of 6 staff in these program areas and will ensure all data is being entered to track program outcomes. The individual reports to the Director, Cleveland Mediation Center.

ESSENTIAL JOB FUNCTIONS

1. Manages the Eviction Prevention Mediation Program: including administration of the program
2. Supervise and support six staff across three mediation programs in their day-to-day work and also in future professional development
3. Coordinate relationships with outside partners for Landlord Tenant Mediation Program. Acts as the contact person for the referring agencies when they refer cases, have questions, get case updates, etc.
4. Receive cases from local municipal courts and other partners and assign cases to Mediation Advocates based on caseload and capacity
5. Foster relationships with key persons, advocates, and organizers in the community to continue to build a more robust network and support system for the program and participants to flourish
6. Do community outreach and engagement to build capacity and increase awareness of the program.
7. Engage new partners to expand referral sources for the program including local municipal housing courts for pre-filing and post-filing mediation programs.
8. The Mediation Program Manager is responsible for training all incoming Mediation Advocates on the model and overview of program.
9. Ensures compliance with documentation/record keeping for agency and project, and funding requirements by maintaining and reporting accurate and timely documentation and statistical data.
10. Complies with established service plans, federal, state, and local laws, and professional standards of conduct.
11. Ensures that all fiscal transactions follow standard agency procedures as authorized for emergency situations.

ADDITIONAL DUTIES AND RESPONSIBILITIES

1. Adheres to the ethical, confidentiality, and professional standards and requirements of federal and state laws, the policies of the agency, and the policies of licensing and credentialing boards. Ensures confidentiality of client records and information.
2. Speaks and acts in a manner that is sensitive and responsive to a person's ethnic, cultural and developmental background, to any disabling conditions, and to conditions that may affect the person's ability to form accurate perceptions, process information, understand directions, and communicate important information.
3. Participates in preparations for certification and other clinical audits, and in the development of the agency's service plan.
4. Consistently interacts with members of this and other organizations in a respectful, professional manner; productively contributes to the functioning of an interdisciplinary team.
5. Participates in various standing, functional and ad hoc committee groups.
6. Maintains current awareness of new developments in the field by reading professional literature and attending conferences and seminars.
7. Assumes additional responsibilities and performs special projects as needed or directed.

REQUIRED QUALIFICATIONS

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Education, Training and/or Experience

Bachelors' degree in Mediation, Conflict Resolution, Restorative Justice or a relevant field or equivalent experience. Two or more years of experience mediating disputes, facilitating shelter diversion, or facilitating restorative justice processes. Commitment to treating people in the LGBTQI+ community and from all ethnic and racial backgrounds with dignity and respect, and commitment to anti-racism. Experience working with people from different economic and cultural backgrounds.

Certifications, Licenses, Registrations

Valid Ohio driver's license with good driving record and proof of insurance; adhering to the minimum requirements of Ohio's Financial Responsibility Act.

Knowledge, Skills, Abilities and Personal Characteristics

1. Developed knowledge of homelessness, and related community resources.
2. Knowledge of agency policies and procedures, goals and objectives, with a commitment to respect, understand, and promote the mission, values and goals of the agency, particularly that of anti-racism
3. Be willing to attend Safe Space training and espouse the philosophy of being a Safe Space for those in the LGBTQI+ community.
4. Able to work effectively as part of a team.
5. Belief that all people are experts in their own lives
6. Creative and flexible problem-solving skills.
7. Team building skills; organizational and staff development skills.
8. Highly effective communication, listening, interpersonal, and mediation skills.
9. Computer skills; word processing and spreadsheet software capabilities.

PREFERRED QUALIFICATIONS

One or more years' experience supervising or managing staff in mediation, shelter diversion, or restorative justice programs. Experience managing and leading programs in the community independently.

PHYSICAL DEMANDS

Nature of work requires an ability to effectively communicate and exchange information, collect, compile and prepare work documents, operate standard business office equipment, with an ability to work effectively in a multi-tasking environment. Duties are performed in a multi-story facility without mechanical lifts. Ability to drive a motorized vehicle.

WORKING CONDITIONS

Work performed in a general office environment. Hours of work may exceed normal business hours and require an ability to work non-traditional work hours. Requires frequent local travel within Cuyahoga County to complete community outreaches. Will be required to transport clients directed.

EMPLOYEE ACKNOWLEDGMENT

FrontLine Service is an equal opportunity employer and affirmatively seeks diversity in its workforce. All interested and qualified parties are afforded equal opportunity with respect to employment, compensation, benefits, training, transfer, and promotion without discrimination, without regard to race, religious creed, color, national origin, ancestry, physical or mental disability, medical condition, marital status, sex, age, veteran status, sexual orientation, or any other category protected by law.

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This position description is not intended to be a complete list of all responsibilities, duties or skills required for the job and is subject to review and change at any time, with or without notice, in accordance with the needs of FrontLine Service. Since no position description can detail all the duties and responsibilities that may be required from time to time in the performance of a job, duties and responsibilities that may be inherent in a job, reasonably required for its performance, or required due to the changing nature of the job shall also be considered part of the jobholder's responsibility.

I have read this position description and I agree to perform these functions. I understand that this description will be the formal basis for my performance evaluation. This understanding also applies to any subsequent attachments, including department and individual performance goals.

Employee

Date

Supervisor

Date