

**CONFLICT RESOLUTION CENTER OF SANTA CRUZ COUNTY  
Housing Program Mediation Manager**

**Reports to:** Executive Director  
**Positions Supervised:** Volunteer Mediators  
**Job Type:** full time **Hours:** 35-40 hours per week  
**Rate:** \$25 per hour **Start Date:** immediate

**Summary Statement**

Housing Mediation Program Manager is a newly created position within the Conflict Resolution Center (CRC). Although CRC has mediated housing related conflicts under its Community Mediation Program, a growing number of housing related cases and new partnerships established have resulted in the creation of a separate housing program.

Under supervision of the Executive Director, the Manager of Housing Mediation Program will exercise leadership in the management and growth of CRC's volunteer-based mediation programs. Duties include developing and maintaining program infrastructure for Housing Mediation Program; recruiting, scheduling, supervising, and evaluating and "appreciating" volunteer mediators; coordinating intake, assessment, and facilitation of cases, serving as a liaison to the Santa Cruz County Court and partner agencies; collecting data and generating reports as needed; and promoting the values, goals, and policies of the CRC.

**About CRC**

Since 1986, CRC has helped thousands of clients – businesses, organizations and individuals – find satisfying solutions to difficult problems. Whether experiencing conflict at home, in the neighborhood, or at work, CRC can help find relief. Our services are available to anyone in Santa Cruz County. Our programs address conflicts at all stages - from prevention to intervention - in our homes, neighborhoods, workplaces, and courts. We provide effective alternatives to litigation, hostility, and violence. Through respectful dialogue, participants create their own mutually beneficial solutions.

Our Mission: CRC cultivates peace in the community by providing tools, training, and a guided process for people in conflict. Our services are affordable, confidential and available to all.

We operate under values of respect, openness, empathy, equity, inclusion, and neutrality.

**Description of Duties**

Develop sufficient expertise in California state and local Landlord-Tenant law as well as in dispute resolution subject matter to be able to provide counseling in response to initial inquiries from parties, with follow up mediation services, and information and referral to appropriate alternative resources

Maintain accurate and complete case management database records and information and referral records for all cases and calls, including referral source

Correctly follow procedures for follow-up activities, including program letters and emails sent to parties, with all necessary documents and attachments

Fulfill all logistical requirements for mediation sessions, including obtaining a mediator, mailing the proper forms to the mediator and the parties, zoom/room scheduling, and confirmation with the parties, and collecting all post-mediation forms and follow up

Conduct community outreach and education on landlord/tenant and dispute resolution program issues to residents, non-profit agencies and other community organizations, and act as the agency liaison with other organizations and agencies

Conduct volunteer mediator recruitment, guidance and/or training

Prepare and submit monthly activity reports and year end reports, following the terms of the grant and funding requirements

Participate in all partner and collaborative meetings

Work cooperatively with other CRC staff to achieve agency objectives, including attending staff meetings, and working on other projects to further the mission of the agency

Perform other miscellaneous work as assigned, including answering phones, recording and compiling data, attending meetings and participating in training programs

### **Expected Knowledge, Skills and Abilities**

- Fluency in Spanish desired
- Excellent oral, written communication and presentation skills
- Excellent computer skills (Microsoft Office, GSuite, Zoom, Canva, social media, etc)
- Organized and able to maintain accurate records with attention to detail
- Highly motivated, with organizational, administrative, and leadership abilities
- Capacity to work without close supervision, with an active case load and short timelines
- Willingness to work variable hours, including evenings and occasional weekends
- Interested and effective in working with people of diverse backgrounds, ages, and life orientations
- Familiarity and/or experience and/or training in the Alternative Dispute Resolution
- Valid California driver's license and use of insured, reliable vehicle

### **Statement of Employment Policy**

CRC is an equal opportunity employer and makes employment decisions on the basis of merit. We want to have the best available person in every position. Our policy prohibits unlawful discrimination based on race, color, creed, sex, religion, marital status, age, national origin or ancestry, physical or mental disability, medical condition, sexual orientation, or any other consideration made unlawful by federal, state, or local laws. In addition, CRC is striving to become an organization that reflects the demographic makeup of the community we serve.