

# Conflict Resolution Center *of Santa Cruz County*

**Title: Restorative Justice Programs Assistant**

Reports to: Restorative Justice Programs Director

Hours: 15 - 20/week

Pay: \$22/hour

Requirement: Bilingual English-Spanish

Location: Santa Cruz, both remote and in-person

**About us:**

Conflict Resolution Center of Santa Cruz County has provided mediation services in Santa Cruz County since 1986. Our programs address conflict at all stages - from prevention to intervention - in our homes, neighborhoods, schools, workplaces, and courts.

CRC offers a wide array of services including: community mediation and facilitation, restorative justice (victim-offender dialogue, parent-teen mediation, community impact education), small claims court mediation, workplace mediation/facilitation and training, affordable divorce mediation, and public training workshops.

**Parent Teen Mediation and Victim Offender Dialogue Programs:**

Parent-Teen mediation gives teens and their parents/guardians a chance to discuss their issues and homelife challenges constructively in a safe and facilitated meeting. Our trained mediators introduce positive communication skills, facilitate mutual understanding, work to strengthen relationships, and help parents/guardians and teens to develop mutually acceptable agreements that promote healthy interaction and home life.

Our Victim Offender Dialogue Program provides a forum for victims, juvenile offenders, family and community members to meet and talk in a safe, respectful and constructive environment about the harm that occurred. At the dialogue, led by trained facilitators, the parties discuss the effects of the crime on all of their lives and develop a mutually agreeable plan for the offender to follow that addresses the harm caused by the crime. The program handles a wide variety of cases, ranging from non-violent to violent offenses and from misdemeanors to felonies.

**Main Task:**

**Assist with Parent-Teen Mediation Programs**

- Coordinate and schedule mediations
- Mediate parent-teen mediations as needed
- Manage Volunteer Mediators
- Coordinate with Partners (Juvenile Probation and others)
- Maintain paperwork and reporting, track data
- Assist as a translator as needed

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- Travel as needed to co-mediate or translate: Mediations can take place at CRC office, Juvenile Hall in Felton or locations in Watsonville
- Assist Programs Director in creating and executing professional development workshops
- Assist Programs Director in all related tasks as needed in a timely manner
- Attend monthly meetings with program partners
- Actively promote PTM among our partners and to the wider community attend community events, etc).

## **Assist with Youth Victim Awareness Education Workshop**

- Coordinate with probation on scheduling youth for the workshop
- Coordinate the completion of workshop evaluations
- Track data and complete reports
- Coordinate and communicate with the workshop leader

## **Assist with Victim-Offender Dialogue Program (as needed)**

- Help with communication as needed
- Attend intakes as needed to help with translation
- Assist as needed with other tasks such as paperwork preparation, scheduling, volunteer facilitator coordination, location booking and preparation, etc.

## **Other duties as needed**

- Attend meetings with community partners: Youth Action Network and United for Youth
- Help as needed with admin tasks

## **Skills and Knowledge Required:**

- **Essential: \*\*Bilingual in English-Spanish, written and spoken\*\***
- Excellent organizational skills: attention to detail, record and file keeping, reporting, time management, scheduling, and collaboration
- Excellent interpersonal communication skills: being responsive, timely, open to feedback, willing to give feedback, clear communicator via email and other sources
- Ability to work independently, be self-motivated and proactive, i.e. see what needs to be done and does it
- Flexibility in schedule that allows for a fast response time to coordinate mediations that will take place in Juvenile Hall
- Strong problem identification and solving skills
- Ability to maintain confidentiality
- Thorough knowledge of common computer programs, especially the Google suite.
- Willingness and openness to training and learning opportunities

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- Willingness to participate in CRC's 40-hour Mediation Training Course if not already trained
- Active listening skills, strong ability to maintain neutrality and calm in the face of strong emotions, ability to empathize with people with differing viewpoints
- Experience and comfort working with teenagers and topics such as gangs, drug and alcohol use, challenging family dynamics, strong language, etc.

## **Preferred Skills**

- Knowledge and understanding of Restorative Justice concepts
- Trained as a Community Mediator
- Awareness of Trauma Informed Care
- Experience working with youth

## **Experience**

- Experience employing these same skills sets (above) with successful outcomes in prior employment or volunteer capacities
- Background in social work, case management, youth and family outreach preferred

## **Compensation**

- This is a part time, 15-20 hour per week job.
- Contract is based on the availability of the grant funds.
- Compensation: \$22 per hour
- Flexible hours and work environment

Please send resume and cover letter to [info@crsantacruz.org](mailto:info@crsantacruz.org).

All qualified applicants will receive consideration for employment without regard to race, color, religion, national origin, ancestry, disability, medical condition (cancer related), marital status, sex, sexual orientation, age (over 18), veteran status, gender, gender expression, pregnancy, or any other non-merit factor unrelated to job duties.