

Maui Mediation Services
Case Coordinator Job Description

Reports to: Executive Director
Hours: 25-30 hours per week
Status: Non-Exempt

Summary: Responsible for helping clients progress smoothly through the mediation process in accordance with the agency's mission.

Duties and Responsibilities:

- Conducts client intake and assesses whether cases are appropriate for mediation
- Opens, schedules and manages cases
- Prepares and maintains hard copy and digital case files
- Maintains confidentiality of all case activity and client information
- Maintains appropriate contact with clients prior to mediation to apprise of their case status and prepares for mediation
- Maintains positive working relationships with judges, clerks, bailiffs, attorneys, and other professionals involved in the mediation process
- Coordinates the center's representation in court for on-site intakes and mediations
- Attends both Basic and Domestic Mediation Training so is able to mediate if called upon
- Gathers and files client mediation evaluations.
- Assists with development and implementation of trainings for volunteer mediators
- Maintains up to date information on mediators and apprentices to help ensure a viable pool of skilled mediators
- Establishes positive working relationships with all mediators
- Assists with recruitment of volunteers
- Assists in fundraising and events

Requirements:

- B.A. in Social Services (or related field) and/or 3-5 years of social service/customer service experience
- Strong people skills, especially empathetic listening
- Ability to work with diverse populations
- Ability to remain calm and positive in stressful situations
- Ability to work well independently and as well as part of a team
- Excellent organizational skills; excellent verbal and written communication skills
- Proficient in computer technology
- Able to pass a criminal background check

Desirable Qualifications:

- Prior mediation experience
- Experience supervising volunteers
- Previous case management experience