

Community Mediation (Community) Internship Description

About NCRC

The National Conflict Resolution Center (NCRC) provides resources, training, and mediation services to help individuals, organizations, and communities manage and resolve conflict. Our Juvenile Diversion Initiative focuses on restorative justice practices to keep youth out of the traditional justice system and help them make meaningful change.

Purpose of the role

To support the National Conflict Resolution Center's Community Mediation Program. The ideal candidate for the Community Mediation internship must be reliable, professional, willing to learn, and attentive, and be proactive and independent once training has concluded. The ideal candidate for this position must possess a genuine passion for conflict resolution, addressing pressing community issues, and contributing to the betterment of the community.

The position requires candidates to be comfortable with technology such as databases, have excellent time management skills, and be patient, composed, and empathetic to all participants in high-stress situations.

Key Responsibilities

- **Assisting with Case Intake:** Interns may assist in the intake process for new mediation cases. This involves gathering initial information from participants and helping them understand the mediation process.
- **Participant Communication:** Interns may communicate with Participants to schedule mediation sessions, provide information about the mediation process, and answer participants' questions or concerns.
- **Data Entry and Case Management:** Interns often help maintain the office's case management system by entering case information, updating case statuses, and ensuring accurate records are kept.
- **Mediation Sessions Observation:** Interns will have the opportunity to observe mediation sessions.
- **Administrative Tasks:** Interns will assist with general office tasks such as filing, organizing documents, managing email correspondence, and handling phone inquiries.
- **Community Outreach:** Depending on the office's needs, the intern may participate in community outreach efforts to promote mediation services, including attending events, creating informational materials, or conducting presentations.
- **Participant Surveys:** Interns may be responsible for conducting participant satisfaction surveys to gather feedback and improve the mediation program's effectiveness.
- **Professional Development:** Interns may have the opportunity to attend training sessions, workshops, or seminars related to conflict resolution and mediation to enhance their skills and knowledge.
- **Maintaining Confidentiality:** It's essential for interns to maintain strict confidentiality regarding all mediation cases and participant information.
- **Adhering to Ethical Guidelines:** Interns are expected to adhere to the ethical guidelines and standards of practice for mediators, including impartiality, neutrality, and fairness.

To apply, please send your resume and cover letter to Betty Omer,
bomer@ncrconline.com.