



Community Mediation Case Coordinator

Job Description

Organization Overview

The National Conflict Resolution Center (NCRC) provides resources, training, and expertise to help people, organizations, and communities manage and resolve conflict with civility. Headquartered in San Diego, NCRC's work reaches across the region and beyond, addressing complex social challenges by equipping individuals with practical communication tools to engage in constructive dialogue—even when the topics are difficult.

Position Summary

The Community Mediation Case Coordinator serves as the first point of contact for San Diego County community members seeking conflict resolution services. This role manages intake and screening, coordinates mediation logistics, provides conciliation and conflict coaching when appropriate, and ensures timely, accurate documentation in alignment with NCRC protocols and mediation ethics.

The Coordinator communicates frequently with clients, mediators, partners, and referring agencies to move cases forward. The Coordinator serves as a knowledgeable representative of NCRC, ensuring that outreach efforts are accessible, culturally responsive, and aligned with the organization's mission to promote constructive dialogue and equitable conflict resolution across diverse communities.

Essential Duties & Responsibilities

Intake & Assessment

- Receive referrals and inbound requests; conduct intake interviews and screen cases for mediation appropriateness
- Explain program scope, process, confidentiality, and participant expectations; provide information and resources
- Offer conciliation and conflict coaching services when mediation is not appropriate or when parties are not ready to participate

Case Coordination & Logistics

- Coordinate case logistics, including mediator assignment, scheduling, interpreter needs, space or virtual platform setup, and materials
- Communicate with clients, mediators, attorneys, courts, and

- community partners to facilitate case progress
- Monitor caseload, timelines, and follow-ups to meet program service standards and turnaround goals.

Documentation, Data, and Quality

- Document all contacts, case notes, agreements, and outcomes in the case management system with accuracy and timeliness.
- Safeguard confidentiality and maintain neutrality in accordance with mediation ethics and NCRC policies.
- Track and report data (e.g., caseload, stage, outcomes, demographics) to support grants, contracts, and continuous improvement.

Client Care & Communications

- Use trauma-informed, culturally responsive, and inclusive communication practices with all participants.
- De-escalate highly charged conversations and exercise sound judgment in sensitive situations.
- Provide referrals to community resources when mediation is not suitable or additional support is needed.

Outreach & Education Support

- Raise community awareness about available mediation and conflict resolution services
- Share program information with partner organizations
- Attend community events as needed
- Assist with the preparation of educational materials or presentations

Minimum Qualifications

- Certificate in Mediation/ADR or 1 to 2 years of relevant experience (mediation, conflict coaching, restorative practices, or similar)
- Bachelor's degree in a related field (e.g., social sciences, criminal justice, conflict resolution) or equivalent experience
- Strong written and verbal communication skills; excellent listening and customer service orientation
- Demonstrated ability to maintain confidentiality, neutrality, and professional boundaries
- Experience working effectively with diverse communities across cultures, identities, and perspectives
- Proficiency with Microsoft 365 and the ability to learn case management databases and virtual meeting platforms (e.g., Zoom/Teams)
- Ability to manage competing priorities in a fast-paced environment with attention to detail and follow-through

Preferred Qualifications

- Bilingual or multilingual (Spanish, Vietnamese, Tagalog, Arabic, Burmese, etc.)
- Knowledge of the California court system and community resources
- Experience with community mediation programs, small-claims or housing matters, or court-connected mediation

Schedule & Work Environment

This is a hybrid position with three in-office days and two remote days per week based on program needs. Regular in-office work occurs at the NCRC City Heights

location. Schedules may be adjusted to meet client and programming requirements, including occasional evenings or weekends for mediations or events. The ability to attend mandatory staff meetings and organizational events is required.

Compensation

Hourly range is \$23 to \$25/hour (non-exempt)/Annualized at \$47,840 to \$52,000. Pay is commensurate with experience and qualifications.

Benefits

- 14 paid holidays per year
- Two (2) weeks of paid vacation annually (accrual policy applies)
- Health stipend
- Retirement plan with 3% employer match

Physical Requirements & Work Conditions

Prolonged periods of sitting and computer use; ability to communicate by phone and video; occasional lifting up to 15 pounds for materials or equipment. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Background Check

Employment is contingent upon successful completion of a background check in accordance with applicable laws and organizational policy.

EEO & Inclusion

NCRC is an equal opportunity employer committed to building an inclusive workplace. We welcome applicants from diverse backgrounds and do not discriminate based on race, color, religion, sex, gender identity or expression, sexual orientation, national origin, disability, age, veteran status, or any other protected status.

