



Position Overview

The Case Plan Coordinator is a support position responsible for assisting with the implementation of the District Attorney's Juvenile Diversion Initiative (DAJDI) administered by the National Conflict Resolution Center (NCRC), working in conjunction with NCRC management, the San Diego County District Attorney's Office, program partners, and community stakeholders.

The successful candidate will be self-motivated, enthusiastic, and community-driven to take on this exciting role. They will have a solid understanding of restorative justice principles and a commitment to social change through building the capacity and power of people to change themselves and their communities.

Key Responsibilities

Administrative Support:

- Compile and send letters to new participants/families
- Prepare, assemble, mail/deliver, and track program materials and requests; file and update case documents
- Internal database administration, including data tracking and online case management systems
- Track and document program-related expenses, forms, and activities for reporting purposes
- Proofread/edit (spelling/grammar) for printed program materials
- Receive and input initial assessment and post-assessment results into the database (QuickBase)
- Receive, input, and check flex expense forms, evaluations, and restitution receipts for quality
- Work with program staff to provide data-related assistance
- Collect and enter data from evaluation instruments at case intake, program completion, and periodically thereafter
- Update case status in database (contacts, assigned activities, demographic info changes, etc.)
- Other program-related administrative support as assigned
- Participate in non-program-related, mandatory NCRC meetings, events, staff development, and self-care

Programs and Services:

- Assist case managers with youth case plans, including:
 - Manage and respond to incoming referrals, input information into the online database, and coordinate referrals with the assigned case manager
 - Possible home visits throughout the Central, South, and East County regions of San Diego County as needed for initial contact/loss of contact with cases
 - Provide, schedule, and confirm transportation for youth
 - Follow up with case plan tasks and reminders as requested by case managers
 - Check in with subcontractors regarding youth who have been referred to them
 - Continuous contact with youth/families
- Program support for all events and team meetings

Essential Skills and Requirements:

- 4+ years of administrative duties; 2+ years working with diverse teams
- Bachelor's degree in business administration, Sociology, Criminal Justice, Social Work, Psychology, Counseling, or another closely related field with relevant experience
- Excellent organizational, listening, oral, and written communication skills
- Excellent computer skills, including the ability to learn new technology
- Meticulous attention to detail

- Ability to build positive relationships and strong rapport with youth aged 12 to 18 and their caregivers
- Experience with digital design programs, databases, and software systems
- Strong knowledge and experience in restorative justice practices
- Ability to identify problems and participate in team problem-solving efforts
- Strong demonstrated ability to develop personal networking relationships
- Ability to occasionally work remotely with minimum supervision and function in countywide activities
- Demonstrated ability to work cross-racially, cross-culturally, and cross-denominationally
- Some working knowledge of the criminal justice system and court procedures in California
- Ability to coordinate among various stakeholders to coordinate projects and activities
- Ability to build positive relationships and strong rapport with youth aged 12 – 18 and their caregivers

Compensation

- This is a hybrid position requiring three in-office days and two optional remote workdays. In-office and remote days may vary and will be determined by the Program Manager.
- \$22- \$24 per hour, depending on experience
- PTO starting at 28 days (14 holidays, 14 vacation days)
- 401k
- Health insurance
- A team-oriented, mission-driven, supportive environment with tremendous opportunity for growth and development.

About NCRC

The National Conflict Resolution Center strives to be a diverse, equitable, and inclusive organization. We are committed to building a talented team that reflects the diverse backgrounds of the communities that we serve. As an Equal Opportunity Employer, we prohibit any form of discrimination based on race, color, ethnicity, religion, creed, sex, gender (including gender identity and expression), sexual orientation, national origin, disability, age, marital status, veteran status, pregnancy, parental status, or other characteristics or any other basis prohibited by any applicable federal, state, or local law. All successful candidates will go through an orientation period that includes multiple trainings/workshops including but not limited to Mandated Reporting Laws, Restorative Practices, ART of Inclusive Communication, Anti-Harassment Training, Mediation, Motivational Interviewing, and Trauma-informed Care.