



CENTER FOR DISPUTE
SETTLEMENT
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JOB ANNOUNCEMENT

Title: Case Manager
Status: Full Time – 35 hours per week (hourly)
Program: Monroe County Custody & Visitation Mediation Program
Location: Rochester, New York

General Responsibilities:

The primary purpose of this job is to case manage referrals to the Custody & Visitation Mediation Program in Monroe County.

Specifics of Duties:

Intercepts referrals from courts any other source to assist in the processing of custody and visitation cases;
Maintains accurate and confidential files on all cases; provides a resource and support to clients; opens and closes files;
Complete thorough intake and maintains a schedule of mediations;
Completes Caseload Manager recordkeeping;
Prepares statistical data for reporting;
Provides follow-up to Court Personnel, District Attorney, Public Defender, School Districts and Police departments;
Answers inquiries regarding custody and visitation programs;
Monitors cases for non-compliance and addresses problems with conciliation, additional mediation, or a return to court;
Develops and maintains an effective working relationship with Monroe County Judges and Court Clerks;
Serves as a resource for mediators by identifying potential problem areas associated with a case;
Reviews agreements and awards, and suggests alternative human service agencies to provide follow-up support services;
Assists with preparation for in-service activities and other office activities;
Attends regularly scheduled staff meetings as well as meetings with supervisor;

Required Knowledge and Skills:

Must be able to complete training and apprenticeship to become a certified mediator;
Ability to work with and nurture professional level volunteers and clients from all socio-economic backgrounds;
Proven ability to exercise confidentiality;
Ability to interview, make assessments and provide a referral to other human service agencies;
Ability to communicate effectively both verbally and in writing;
Initiative, tact, honesty, integrity and a commitment to peaceful conflict resolution through mediation;
Knowledge of Windows, Excel, Word and basic computer technology;
Strong organizational and time management abilities with ability to take direction and work independently;
Ability to type a minimum of 35 wpm.

Preferred:

Prior mediation experience;
Bilingual in Spanish and English preferred.

Minimum Qualifications:

- Graduation from a recognized college or university with an Associates Degree in the field of Human Services, Social Science or Criminal Justice, plus two years of work experience in a related field; or
- Any equivalent combination of work experience and education sufficient to indicate ability to perform the job.

Send Resume to: Kimberlie Stowell, Director, Finance and Operations
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