

Mediation Program Assistant

ORGANIZATION

Metropolitan Mediation Services (MMS) is a community mediation program which has served the Greater Boston Area since 1987. MMS has a community and social service focus, providing mediation services and conflict resolution training and education to Boston area courts, schools, housing authorities, municipalities and human service agencies. MMS is a program of the Brookline Center, a non-profit community mental health center that has been in operation for over 50 years.

We are actively interested in ensuring that the Brookline Center for Community Mental Health represents a range of experiences and backgrounds. Qualified candidates with diverse racial, cultural, multilingual, religious, class, and/or gender background, and experiences are strongly encouraged to apply.

POSITION SUMMARY

MMS is a small program in which staff necessarily share a wide range of duties. We are currently seeking someone who can contribute to mediation, training, and mediator mentoring and supervision and who will fill office support roles such as conducting or assisting in case intake and data collection and database input, creation and distribution of publicity materials, support of programs of mediation of Small Claims, Eviction, Re-entry mediation and conciliation. We seek someone with demonstrated commitment to community mediation a willingness to embrace MMS' model of an empowering, gentle, and facilitative approach to conflict resolution.

RESPONSIBILITIES (include but are not limited to the following):

- Communicate via face-to-face, telephonic, and digital contact with clients, public, staff, and partner agencies.
- Answer phone calls & conduct intakes with potential clients seeking conflict resolution help.
- Attend at least one court division per week as liaison to mediate, coordinate with volunteers and court staff, and/or mentor new mediators.
- Keep accurate records of work conducted, record and report work in a timely manner.
- Speak publicly in court and in community publicity/outreach settings.
- Support additional projects, as needed, such as Re-entry, Housing/eviction, Youth, or Elder.
- Conduct or assist with remote service or training activities via Docusign, Zoom, or other platforms.

REQUIREMENTS

- Completed at least 1 mediator training program of at least 30 hours. Additional training a plus.
- At least 3 years of mediation experience in a variety of contexts (not only Small Claims) or comparable professional experience.
- Excellent interpersonal, organizational, and writing skills.
- Able to maintain focus in extensive detailed database entry work.
- Good competence with Microsoft Office products, including Word, Excel, and Access databases.
- Maintain patience in extended intake engagements, usually by phone, with potential clients.
- Patience and supportiveness with diverse program clients, volunteers and staff with a variety of needs.

ADDITIONAL PLUSES

- Additional training, either "advanced" or "specialized"
- Familiarity with additional areas of conflict resolution, such as Conflict Coaching, Restorative Justice, Youth Conflict Resolution, or Elder Conflict Resolution
- Legal training or experience

HOURS/BENEFITS/REIMBURSEMENT:

This a full-time (40-hour per week) position. The Brookline Center offers a supportive and stimulating work environment; professional growth opportunities; and a comprehensive benefits package that includes medical, dental and vision insurance, company-provided long-term disability and life insurance, pre-tax savings and retirement plan, and generous paid time off. **SALARY:** \$38,000 - \$40,000

Equal Employment Opportunity

The Brookline Center for Community Mental Health is an equal opportunity employer. We evaluate qualified applicants without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, veteran status and other legally protected characteristics.

Email to [hiring@metromediation.org](mailto: hiring@metromediation.org) message/letter of interest with resume.