



220 North Main Street, Suite 106, Natick MA 01760 | Tel. 508-872-9495 | www.metrowestmediation.org

Housing & Community Dispute Resolution Coordinator

MetroWest Mediation Services is seeking a Coordinator for its Housing Mediation Program and Community Dispute Resolution services.

The Housing Mediation Program is an eviction-diversion service that helps tenants apply for rental assistance, connect with housing resources, and mediate agreements with landlords.

Community Dispute Resolution programs include school mediation and conflict resolution training, prisoner re-entry mediation, divorce and family mediation, neighbor disputes, and the Local Consumer Program.

Reporting to the Director of Housing Mediation Program and the Director of Community Dispute Resolution, this position is a unique opportunity to be involved in a wide range of exciting and innovative conflict resolution services. The position will be split approximately 2/3 on housing mediation related work and 1/3 on other Community Dispute Resolution programs.

The ideal candidate will be passionate about dispute resolution, skilled in facilitative mediation, detail oriented, and eager to learn and grow their experience in the field.

About MetroWest Mediation Services

MetroWest Mediation Services is a non-profit organization dedicated to helping our community resolve conflict constructively. Powered by our 45 volunteers, we provide a range of dispute resolution services including mediation, conciliation, facilitation, and training. Serving the MetroWest District Courts, Juvenile Courts, Probate & Family Court, as well as community disputes, we mediate over 500 cases per year.

Founded in 1979, MetroWest Mediation has been serving the community for over 40 years. Even with our organization's long track record, we maintain a "start-up" attitude and believe we can do big things in the world of conflict resolution! Recent program growth includes organizational dispute resolution, mediating in additional courts, expanded virtual trainings, prison re-entry mediation, and conciliation.

Coordinator, Housing & Community Dispute Resolution

Supports the Director of Housing Mediation Program and Director of Community Dispute Resolution in successfully running services.

Roles may include:

- Representing the organization at court sessions
- Supporting tenants with applying for rental assistance or connecting them with other resources
- Mediating eviction cases
- Co-leading conflict resolution trainings, including for youth and community members
- Supervising students in peer mediation programs
- Providing consumer advocacy services as part of the Local Consumer Program
- Handling administrative functions, including conducting intakes, scheduling cases, data-entry, and reporting
- Conducting outreach to raise awareness about services
- Mediating cases, including eviction or re-entry



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- Other tasks as needed

Successful candidates will possess the following skills and experience:

- Bachelor's Degree
- Demonstrated interest and experience in the field of conflict resolution
- Ability to communicate clearly and effectively before a variety of audiences
- Interest in exploring and developing new opportunities;
- Takes initiative and follows through with tasks;
- Computer and database skills;
- Detail-oriented and organized;
- Excellent time management and responsiveness
- Ability to commute to partner schools on a regular basis
- Completion of Basic Mediation Training

The following skills and experience are preferred:

- Completion of Re-entry Mediation Training and/or experience in re-entry services
- Completion of Summary Process Mediation Training and/or experience in housing mediation services
- Experience working with youth in peer mediation or conflict resolution programs
- Ability to speak multiple languages

Position start date: July or August 2024

Hours

This is a full-time, 40 hour/week position.

Full-time staff work a hybrid schedule which includes 4 days in the office and 1 day working remotely.

Compensation

\$60,000 - \$70,000/year depending on experience.

Benefits include 401K Retirement Plan with Employer Match, Health Reimbursement Account, Vacation and Paid Time-Off, Professional Development Funding, and Travel Reimbursement

Interested applicants, please send: A cover letter *and* a resume

Attn: Seth Izen, Executive Director at seth@metrowestmediation.org

Applications will be accepted until job is filled.

MetroWest Mediation Services, Inc. is committed to a policy of equal employment opportunity for all individuals without regard to race, color, religion, sex, sexual orientation, marital status, age, veteran status, national origin or disability.