

JOB DESCRIPTION

Job Title: Case Manager
Reports to: Executive Director
Status: Full-Time; Non-Exempt
Prepared by: Julie Mitchell, Executive Director
Prepared on: August 13, 2018

Primary Purpose:

- Responsible for coordinating client services, including scheduling and management of mediation and facilitation cases, while extending our organization's vision, mission, and values.

Essential Duties and Responsibilities:

- **Client Relations & Case Management**

Maintain confidentiality of all case activity and client information. Provide caring case management for all clients. Receive, track, and respond to requests for services from a wide variety of referral sources. Assess whether cases are appropriate for mediation and conduct client intakes and outreach to potential clients. Open, work, schedule, and close cases, in conjunction with Office Manager & Program Assistant. Organize and maintain complete hard copy and digital case files. Respond promptly to client inquiries and provide up-to-date referrals to clients. Work directly with clients, on the phone and/or in person, to prepare them for mediation. Communicate client fees (if applicable) in advance of services and record quoted fee (or waiver) in hard copy and digital case files. Work with the Executive Director to address client complaints and concerns.

- **Mediation Scheduling**

Schedule and confirm in-house mediation dates with all parties and volunteer mediators. Send Weekly Request for Mediators to garner volunteer sign-up, and follow up with phone and text solicitations. Assign mediators and conduct conflict of interest checks in advance of services. Keep hard copy and Outlook shared calendars up-to-date. Request and receive Mediation & Confidentiality Agreement form in advance of services for clients participating by phone or Skype. Prepare files for mediation sessions.

- **Internal Relations**

Cultivate and maintain mutually respectful relationships with volunteer mediators and apprentices. Maintain up-to-date information on mediators and apprentices, track mediator status, and develop a working knowledge of mediator skills, qualifications, and preferences. Assist with development and implementation of trainings for volunteer mediators. Attend in-house trainings as assigned. Work closely with Office Manager & Program Assistant and shift tasks as needed. Work with the Executive Director to monitor mediators, interns, and other volunteers who assist in any of these duties.

- **External Relations**

Prepare and file disposition letters to the court and other entities. Prepare and deliver public presentations, including first Monday mornings in Family Court. Maintain good relationships with judges, clerks, bailiffs, attorneys, social workers, interpreters, and other professionals involved in the mediation process. Maintain expertise in the court system in general and alternate dispute resolution in particular. Generate quarterly and annual reports and statistics for the Judiciary.

Other Duties:

- Comply with all Ku'ikahi Mediation Center policies and procedures.
- Attend staff meetings.
- Complete Basic Mediation Training.
- Other duties as assigned.

Continuous Quality Improvement:

- Institute, maintain, and update efficient systems and processes to ensure Ku'ikahi Mediation Center maintains the highest level of professionalism in operations and service quality that exceeds client, mediator, and funder expectations.

Competencies:

- Strong people skills, especially empathic listening.
- Ability to work with diverse individuals and groups.
- Excellent verbal and written communication skills.
- Works well independently as well as part of a team.
- Maintains confidentiality.
- Ability to remain calm and courteous when under stress or in difficult situations.
- Treats others with consideration and civility. Supports self-determination.
- Strong reasoning ability and problem-solving skills.
- Ability to multi-task.
- Strong attention to accuracy and detail.
- Self-motivated. Excellent time management and organizational skills to meet deadlines.

Qualifications:*Education/Experience:*

- Bachelor's degree in Social Sciences (or related field) required.
AND/OR
- 3-5 years of office and customer service experience required (human services field preferred).
- Previous experience supervising volunteers required.

Background Check:

- Able to pass a criminal background check.

Language Ability:

- Read and comprehend instructions and correspondence.
- Communicate effectively with staff, board members, volunteers, mediators, clients, and visitors.

Math Ability:

- Basic math skills (add, subtract, multiply, divide, determine percentages).

Computer Skills:

- Proficient in Microsoft Office (Word, Excel, Outlook), Adobe Acrobat, internet, and databases.
- Comfortable learning new software and systems.

Working Conditions:*Equipment Use:*

- Office phone system, computer, printer, scanner, copier, fax machine, calculator.
- Comfortable learning new hardware and technologies.

Work Hours:

- 40 hours per week Monday to Friday, with occasional evening and weekend shifts.
- Requires regular and predictable attendance.

Physical Demands:

- Continuously sits and occasionally stands and walks.
- Frequently lifts and/or carries up to 10 pounds; occasionally lifts and/or carries up to 25 pounds.

The above information on this job description has been designed to indicate the general nature and level of work performed by an employee in this classification. It is not to be interpreted as a comprehensive inventory, or all duties, responsibilities, and qualifications of employees assigned to this job. Management has the right to add to, revise, or delete information in this description. Reasonable accommodations will be made to enable qualified individual with disabilities to perform the essential function of this position.