

Victim Offender Mediation Coordinator

Position Overview

The Victim Offender Coordinator plays an integral role in leading the Victim Offender efforts at Nashville Conflict Resolution Center (NCRC) and plays an integral role with the mediation program team. Primary areas of focus include providing mediation services to individuals, including those without legal representation, across Middle Tennessee. The VO program exists to offer both adult and juvenile victims of non-felony crimes an opportunity to have a voice in the justice process and to bring all sides of a conflict together to craft a resolution.

NCRC is a nonprofit organization that helps people resolve conflicts to restore and stabilize families, housing, and community harmony. NCRC staff and trained volunteers currently mediate hundreds of cases per year, allowing participants to shape collaborative resolutions and avoid further legal or disciplinary intervention. This form of restorative justice produces consensus-based plans through face-to-face dialogue.

Job Responsibilities

- Conduct Victim Offender (restorative) mediations and implement programs commensurate with NCRC's mission and funding both in-person and virtually.
- Successful coordination of mediation cases includes ensuring that the intake, screening, scheduling, and follow-up of all cases are completed.
- The coordinator also develops and maintains relationships with referral sources, including court staff, Metro Development Housing Agency, various Metro Nashville and Davidson County departments, community partners, and volunteer mediators.
- Utilize CRM (Salesforce) to maintain detailed records for all VO mediation cases.
- Support and train volunteer mediators in the VO Mediation Program including offering feedback and coaching.
- Work collaboratively with Civil Mediation and Parenting Mediation programs to ensure the highest level of quality assurance and customer service.
- Support VO program development, collaborating with NCRC program and operations staff to provide a high level of client satisfaction, assisting in creating new partnerships, and disseminating educational information on the VO Mediation program to the wider community.

Qualifications include:

- Bachelor's degree in education, social work, law, conflict management, justice or other related fields preferred.
- Demonstrated commitment to restorative practices and ADR (alternative dispute resolution)
- Fluency in Spanish is preferred and extra compensation is provided accordingly

- 1+ years of mediation experience, legal experience, or conflict management training. Rule 31 training/listing preferred but not required. (Must agree to complete within 90 days of employment)
- Advanced written, oral and interpersonal communication skills, including acumen to build and maintain effective working relationships at all levels of the organization.
- Evaluate problems accurately and exercise appropriate judgment and discretion when dealing with clients, coworkers, community partners, and volunteers.
- Analytical and adept with databases and reporting documents as well as technology including Salesforce, Zoom, Microsoft Office, Google, and DocuSign.
- Must pass fingerprint/background check to comply with grant requirements.
- Valid driver's license and proof of vehicle insurance; availability of a personal vehicle on a daily basis is required.

Salary and Benefits include:

Salary range: \$55-60K annually. Monthly healthcare stipend. Two (2%) percent-simple IRA employer contribution. Life insurance and short-term disability policies provided. Generous PTO. All major holidays. Hybrid role with flexible work-from-home hours.

To Apply:

Applications must be received by July 15th, with an anticipated start date for the position on August 1st. Applicants should send a resume, professional references and a cover letter by email to Executive Director, Shannon Wagner, at Shannon@NashvilleConflict.org.