Conflict Resolution Center of Santa Cruz County is hiring for a new position:

**Neighborhood Courts Program Coordinator (NCPC)**

**About us:**
Conflict Resolution Center of Santa Cruz County has provided mediation services in Santa Cruz County since 1986. Our programs address conflict at all stages - from prevention to intervention - in our homes, neighborhoods, schools, workplaces, and courts. We work with individuals, groups, schools, nonprofits, businesses, and government agencies. We help resolve conflicts in a safe, confidential, neutral process, assisting people to reach an agreeable solution to their problems. We provide effective alternatives to litigation, hostility, and violence.

CRC offers a wide array of services including: community mediation and facilitation, restorative justice (victim-offender dialogue, parent-teen mediation, community impact education), small claims court mediation, workplace mediation/facilitation and training, affordable divorce mediation, and public training workshops.

**Background:**
As part of the three-year grant beginning in January 2020 led by the Santa Cruz County Probation Department, CRC is working in partnership with the Santa Cruz District Attorney’s Office to establish the Neighborhood Courts program in this County.

Neighborhood Courts is an innovative adult criminal diversion program. It prevents people who commit low-level offenses from entering the justice system. The program is designed to resolve cases efficiently, create community-driven solutions to crime, reduce the congestion in our courts, and reduce recidivism.

Certain non-violent misdemeanor cases that would otherwise be prosecuted will be diverted pre-charging by the Santa Cruz District Attorney’s Office (DAO) into the Neighborhood Court, where trained neighborhood volunteers will hear the matters, speak with the participants about the harm caused by their actions, and issue “directives” designed to repair the harm and address risk factors. Participation in Neighborhood Court is voluntary – but participants must be willing to take accountability for their actions. Once the participant completes their directives, the case is discharged. Cases that do not resolve in Neighborhood Court are returned to the DAO for prosecution.

**Job description:**
The NCPC will work under and report to CRC’s Restorative Justice Programs Director. The program coordinator will work in close collaboration with the DAO and Adult Probation to kick off the first year of designing and implementing the Neighborhood Courts in Santa Cruz County. This will include attending regular meetings and working closely with partners in the process to collaborate on all aspects of creating the new Neighborhood Courts program in both North and South County. The first year of this three-year cycle will focus on the following main areas:
Community Outreach and Engagement:
- Create and implement a plan for how to reach out to the community to solicit their input and support for the Neighborhood Courts and to promote restorative justice and the Neighborhood Courts program
- Research and reach out to different community groups, organizations, associations, etc., to get buy-in for the Neighborhood Courts program
- Create and coordinate meetings with a diverse group of community members
- Set up, table, and speak at events, community gatherings, business functions, etc.
- Solicit feedback and create a plan to record, acknowledge and possibly incorporate feedback
- Be the first point of contact for the Neighborhood Courts program

Panelist Recruitment and Training:
- Create a plan to recruit potential volunteer panelists from a wide selection of community members, including those from different socioeconomic, racial, gender, age, education and other backgrounds
- Solicit volunteers, both English and Spanish speakers, from all walks of life
- Coordinate with RJ Programs Director to create and execute an ongoing training program and curriculum for the panelists
- Observe and provide feedback to panelists after each neighborhood court session

Directives Research and Coordination:
- Research all the community resources that can be incorporated into a directive to support both the victim and the offender
- Maintain current and updated list of available resources for directives
- Work with the DAO and the Probation Dept to determine ways to incorporate the resources into functional and effective directives
- Work with the DAO and the Probation Dept to determine which participants are eligible for which services
- Work with the DAO to make sure the directives are completed
- Research victim compensation and incorporate in the directives as appropriate

Court and Panelist Coordination:
- Set up, attend and observe all neighborhood court sessions
- Coordinate and schedule panelists for all neighborhood court sessions
- Work in collaboration with the DAO to schedule neighborhood court dates and locations and to receive needed documentation for each session
- Report out to the RJ Programs Director after each completed session
- Collect data and information for monthly reporting

Partner Collaboration:
- Coordinate and schedule County Steering Committee meetings on a regular basis
- Coordinate and schedule regular meetings with partners from DAO and Probation
- Attend all meetings and take notes related to Neighborhood Courts Program
- Maintain close communication with all stakeholders
Other Tasks:
- As the Neighborhood Courts Program evolves, other tasks will be assigned as appropriate. This can potentially include case management and follow up with the participants to see the cases to completion.

Skills and Knowledge Required:
- Bilingual in English-Spanish, written and spoken
- Excellent organizational skills: attention to detail, record and file keeping, reporting, time management, scheduling, and collaboration
- Excellent interpersonal communication skills: being responsive, timely, open to feedback, willing to give feedback, clear communicator via email and other sources
- Ability to work independently, be self-motivated and proactive, i.e. see what needs to be done and does it
- Comfortable with public speaking
- Strong analytical and problem identification and solving skills
- Ability to use high-level discretion and maintain confidentiality
- Understand and support the agency mission with a strong sense of cultural humility
- Strong written and verbal skills to communicate effectively with staff, stakeholders, partners and external constituencies
- Thorough knowledge of common computer programs, especially the Google suite.
- Ability to produce marketing materials using programs such as Canva, and online marketing programs such as Mailchimp.
- Willingness and openness to new training and learning opportunities

Preferred Skills
- Knowledge and understanding of Restorative Justice
- Knowledge of the criminal legal system

Experience:
- 2-5 years working in a similar capacity
- Background in social work, community building, social justice, public health, law, or other relevant field

Compensation:
- This is a full time 40 hour per week job
- $22 to $25 per hour, depending on the experience

Please send resume and cover letter to admin@crscantacruz.org.

All qualified applicants will receive consideration for employment without regard to race, color, religion, national origin, ancestry, disability, medical condition (cancer related), marital status, sex, sexual orientation, age (over 18), veteran status, gender, gender expression, pregnancy, or any other non-merit factor unrelated to job duties.