

## **Mediation Council of Western Pennsylvania - Just Mediation Pittsburgh**

**Title: Program Administrator**

**Classification: Full Time/Non-Exempt**

**Location: Pittsburgh, Pennsylvania**

**Reports to: Executive Director**

The Program Administrator for Just Mediation Pittsburgh will be responsible for ensuring the daily operations of the eviction mediation program run smoothly. The Administrator will primarily perform office or non-manual work directly related to case management for Just Mediation Pittsburgh. This will require attention to detailed case management for mediation referrals and the ability to quickly process referrals for mediation into scheduled mediations. This position will coordinate a volunteer community mediator pool to assign the vast majority of mediation referrals to experienced mediators able to meet the scheduling preferences of mediation parties. Additionally, the Program Administrator will be responsible for coordinating payment of community mediators with a contracted accountant.

### **Responsibilities**

#### **Mediation Intake & Scheduling**

- Receive referrals from landlord and tenant partners and determine if referred case is appropriate for mediation
- Contact parties to schedule mediation and assign cases to community mediators
- Maintain accurate databases tracking case management information
- Develop instructional materials for participants to navigate online mediations
- Collect appropriate documentation for grant reporting cycles

#### **Volunteer Mediator Coordination**

- Maintain clear communication channels with volunteer mediators
- Sustain an updated volunteer mediator calendar to streamline mediator assignments
- Support volunteer mediator engagement efforts, trainings, and meetings
- Administer mediation stipend payments promptly

### **Qualifications**

- Over three years of experience in program case management with demonstrated success in setting up supportive services for clients
- Experience in conflict resolution, with mediation experience strongly preferred
- Program coordination knowledge with a track record of streamlining services to meet staff and client needs with efficiency
- Ability to meet quick deadlines and respond to new referrals promptly
- Proven case management skills that have allowed for management of a high case load
- Exemplary computer skills with proficiency in videoconferencing and database management

- Operational understanding of systemic oppression and self-awareness to internalized oppression and implicit biases
- Strategic eye for improving organizational systems and develop programming that is responsive to client needs
- Flexibility and success in a fast-paced environment
- Detail-orientation and determination to find solutions to logistical obstacles like scheduling and location conflicts
- Willingness to learn, correct mistakes, and pass on new knowledge
- Prior experience with housing services and/or landlord-tenant concerns

### **Skills**

- Effective technology skills in Excel, Zoom, and Google platforms
- Strong virtual and in-person communication skills
- Ability to work independently
- Organization of an efficient work calendar

### **Requirements**

This position will require flexible work hours, including some evenings, and transportation access to attend volunteer meetings around Pittsburgh and Allegheny County. This position will primarily involve office or non-manual work, so employee will be required to sit for prolonged periods of time. Employee must be able to lift up to 20 pounds, for example when setting up a mediation or mediator meeting.

Compensation for this position starts at \$22 per hour (\$45,760 annually) and offers generous paid time off. Applications will be received on a rolling basis, and the position will remain open until filled. Anticipated start date is mid-August 2020. Currently, this is a one-year grant funded position for which extension opportunities may be sought but are not guaranteed. This is an at-will employment position.

Currently, in consideration of the COVID-19 pandemic, this position will temporarily operate in a remote capacity. In-person activities and requirements will be at the discretion of Just Mediation Pittsburgh based upon the needs of the program.

### **About Just Mediation Pittsburgh**

Just Mediation Pittsburgh is a subsidiary of the Mediation Council of Western Pennsylvania. As a fledgling nonprofit created in the midst of the COVID-19 pandemic, JMP is a community mediation center dedicated to providing free, accessible mediation for tenants and landlords facing the threat of eviction. JMP understands mediation to be a community tool for justice, where conflicting parties can seek common understanding to collaboratively resolve their disputes. JMP is committed to deep listening, self-determination for conflicting parties, and equity in the face of social injustice.

*Just Mediation Pittsburgh is an Equal Opportunity Employer and prohibits discrimination and harassment. All employment decisions at JMP are based on business needs, job requirements and individual qualifications, without regard to*

*race, color, religion, national origin, sex, pregnancy (including partners), age, ancestry, sexual orientation, gender identity and/or expression, place of birth, or any other status protected by the laws or regulations in the locations where we operate.*

**Application**

Please submit a cover letter, resume, and three references by email to [info@justmediationpgh.org](mailto:info@justmediationpgh.org).