

ATTACHMENT 3.

CONFLICT SOLUTIONS CENTER

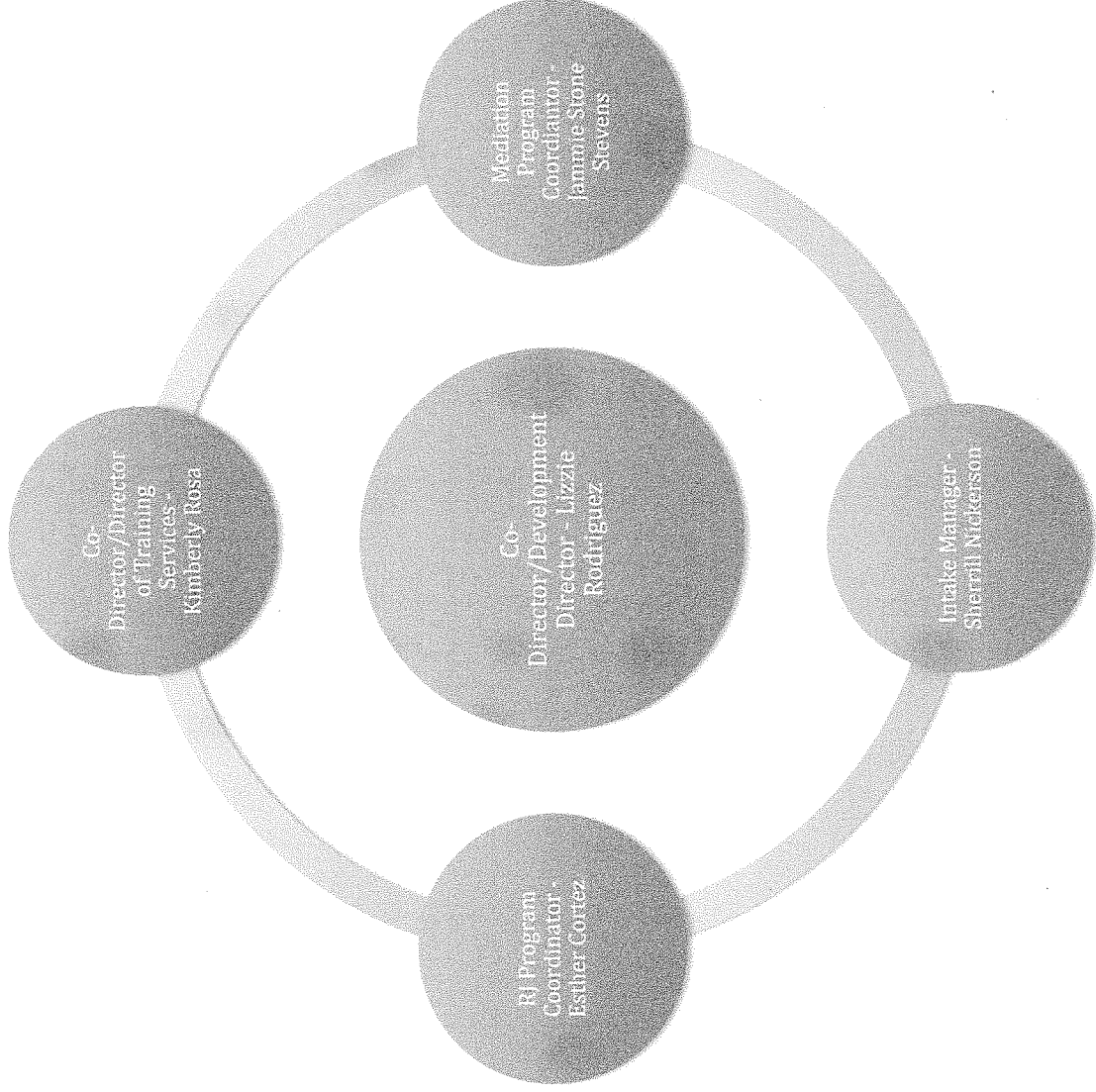
ORGANIZATIONAL CHART

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JOB DESCRIPTIONS

Conflict Solutions Center currently has three program areas:

- 1) Community and Small Claims Mediation
- 2) Restorative Justice (Restorative Justice Partnership Initiative)
- 3) Training Services



Small Claims and Community Mediation

At this time, CSC offers six (6) points of contact to promote the use of DRPA-funded services before disputes reach the Small Claims courtroom:

1. **Mediation Flyer Packet** - Included in the Small Claims Filing Packet is a Mediation Flyer, which has been approved by the DRPA and Forms committees.
2. **Mediation Info Postcard** - Once a party has filed a claim and the SC-100 form is on file, a Mediation Info Postcard is sent to all cases suitable for mediation twenty-one (21) days prior to scheduled court date.
3. **Phone Call** - Fourteen (14) days prior to the scheduled court date, a CSC representative contacts each party by phone to provide information about the Small Claims mediation process, offer conflict consultation, and offer information and referrals as necessary.
4. **Follow-up Calls** - Seven (7) days prior to the scheduled court date, a CSC representative contacts each party in cases where at least one party has agreed to mediation. Cases where both parties have agreed to mediation are scheduled for mediation at their convenience.
5. **Pre-Court Meeting** - On the day of court, CSC mediators arrive early to inform Small Claims Court plaintiffs and defendants as to the option of mediation. All interested cases are scheduled for mediation during Small Claims Court.
6. **Courtroom Introduction** - On the day of court, CSC mediators are invited to offer a brief presentation on the benefits of mediation and settling small claims cases through a mutual agreement.

CONFLICT SOLUTIONS CENTER OF SANTA BARBARA COUNTY
Co-EXECUTIVE DIRECTOR
(North County)
JOB DESCRIPTION

Co-Executive Director General Responsibilities

The Co-Executive Directors serve as the Chief Executive Officers of Conflict Solutions Center (CSC), and both report to the Board of Directors. The South County Co-E.D. shall be primarily responsible for the effective management of CSC's operations and service delivery in south county. The North County Co-E.D. shall be primarily responsible for the effective management of CSC's operations and service delivery in north county, but shall also perform the training functions for the organization.

Both Co-Directors attend meetings of the Board of Directors. They shall see that all orders, policies, and resolutions of the Board of Directors are carried into effect. Each Co-Executive Director has equal authority and either can perform the duties and exercise the powers of the executive officer in the absence or disability of the other. The Co-Executive Directors are primarily responsible for leading CSC toward its vision via agreed upon goals and objectives. They work cooperatively with the Board of Directors (BOD) to establish the direction of the organization and then are responsible for ensuring the strategic plan is used as a living document and everyone is accountable for tasks identified to accomplish goals and objectives.

Specific Duties

Administration

- Work collaboratively with Co-E.D (SC) to effectively manage the business of the CSC.
- Provide leadership in developing program, organizational and financial plans with the Board of Directors, Co-E.D (SC), and staff, administer plans and policies agreed upon with the board, which achieves CSC's mission, goals and objectives.
- Work cooperatively with Co-E.D (SC), to ensure compliance with federal, state and local regulations, reporting requirements, maintain official records and documents, e.g. Board minutes, budget and financial reports, contract and funding source compliance reports.
- Maintain a working knowledge of significant developments and trends in the field.
- See that the BOD is kept fully informed on the condition of the organization and all important factors influencing it.
- Jointly, with Co-E.D (SC) and members of the BOD, conduct official correspondence of the organization, and jointly, with designated officers, execute legal documents.

Grant Writing and Reporting

- Grant research, contact and writing, financials, proposal packets compilation and submission
- Grant reporting: Keeping track of grant periods, required reports, (both financial and narrative), prepare and submit reports.
- Maintain appropriate disbursements of funds in budget line items in accordance grants.

Training and Curriculum Development

- Supervises and coordinates the marketing and registrations of training programs.
- Responsible for the development of curriculums, and the implementation of all RJ training to partners, volunteers and youth.
- Conduct all trainings offered by CSC.
- Develop, update and maintain as relevant CSC Basic Mediation skills Training Manual, and Restorative Justice Training Manual.

- Train, coach and supervise all contract training assistants
- Develop and maintain appropriate power point presentations for training audiences.
- Develop and/or update curriculums for training services, including:
 1. 36 hour Basic Mediation Skills training;
 2. Restorative Justice facilitation skills training,
 3. Help Increase the Peace/Victim Impact Project training curriculum.
 4. Probation Dept. (and other institutions) In-Service trainings

Program Service delivery

- Facilitate or co-facilitate RJ Circle conferences; Victim/Offender Mediations; Parent/Teen Mediations and HIP mediations
- Supervise the facilitation of RJ Circle conferences and follow-up activities.
- Supervise and oversee RJ service delivery quality
- Oversee recruitment of appropriate volunteers and their training
- Conduct community mediations and co-mediate with new mediators

Program Development

- Develops specific program goals and objectives based on the organization's mission.
- Develops reports to demonstrate program progress.
- Makes proposals and recommendations on fiscal sponsorship agreements.
- Ensures the efficient operations of, either directly or through delegation, volunteer activities, communication, management and professional development.
- Promote active and broad participation by volunteers in all areas of the organization's work.

Personnel

- Responsible for, either directly or by delegation, the recruitment, employment, and release of all personnel, both paid staff and volunteers.
- Ensure that job descriptions are developed to best match the organizational goals and objectives.
- Ensure that sound human resource practices are in place.
- Manage provisions of Personnel Policies with regards to staff salary and benefits.
- Encourage staff and volunteer development and education, and assist program staff in relating their specialized work to the total program of the organization.
- Facilitate the consistent communication between staff and Director and monitor the consistent communication between volunteers and staff.
- Maintain a climate, which attracts, keeps, and motivates a diverse staff of top quality people.

Budget and Finance:

- Responsible for developing and maintaining sound financial practices.
- Responsible for overseeing preparation of annual operating budget from appropriate staff for approval by the Board.
- Oversees that the organization operates within budget guidelines.
- Ensure preparation of periodic financial reports for the Board as appropriate.
- Work with bookkeeper on producing appropriate financial reports as needed for funding source compliance
- Work with bookkeeper and accountant to ensure annual 990 and auditing requirements are met.

**CONFLICT SOLUTIONS CENTER OF SANTA BARBARA COUNTY
CO-EXECUTIVE DIRECTOR
(SOUTH COUNTY)
JOB DESCRIPTION**

Co-Executive Director General Responsibilities

The Co-Executive Directors serve as the Chief Executive Officers of Conflict Solutions Center (CSC), and both report to the Board of Directors. The South County Co-E.D. shall be primarily responsible for the effective management of CSC's operations and service delivery in south county. The North County Co-E.D. shall be primarily responsible for the effective management of CSC's operations and service delivery in north county, but shall also perform the training functions for the organization.

Both Co-Directors attend meetings of the Board of Directors. They shall see that all orders, policies, and resolutions of the Board of Directors are carried into effect. Each Co-Executive Director has equal authority and either can perform the duties and exercise the powers of the executive officer in the absence or disability of the other. The Co-Executive Directors are primarily responsible for leading CSC toward its vision via agreed upon goals and objectives. They work cooperatively with the Board of Directors (BOD) to establish the direction of the organization and then are responsible for ensuring the strategic plan is used as a living document and everyone is accountable for tasks identified to accomplish goals and objectives.

Specific Duties

Administration:

- Work collaboratively with Co-E.D (NC) to effectively manage the business of the CSC.
- Provide leadership in developing program, organizational and financial plans with the Board of Directors, Co-E.D (NC), and staff, administer plans and policies agreed upon with the board, which achieves CSC's mission, goals and objectives.
- Works with board members to facilitate the ongoing (as needed) recruitment, vetting and orientation of new board members.
- Work cooperatively with Co-E.D (NC), to ensure compliance with federal, state and local regulations, reporting requirements, maintain official records and documents, i.e. Board minutes, budget and financial reports, contract and funding source compliance reports-either directly or by delegation
- Maintain a working knowledge of significant developments and trends in the field.
- See that the BOD is kept fully informed on the condition of the organization and all important factors influencing it.
- Jointly, with Co-E.D (NC) and members of the BOD, conduct official correspondence of the organization, and jointly, with designated officers, execute legal documents.

Grant Writing and Reporting:

- Grant research, contact and writing, financials preparation, grant packet compilation and submission
- Grant reporting: Keeping track of grant periods, required reports, (both financial and narrative), prepare and submit reports.
- Maintain appropriate disbursements of funds in budget line items in accordance grants.

Program Development

- Develops specific program goals and objectives based on the organization's mission.
- Develops reports to demonstrate program progress.
- Makes proposals and recommendations on fiscal sponsorship agreements.
- Ensures the efficient operations of, either directly or through delegation, volunteer activities, communication, management and professional development.
- Promote active and broad participation by volunteers in all areas of the organization's work.

Program Service Delivery

- Oversee recruitment of appropriate volunteers and their training
- Conduct community mediations and co-mediate with new mediators

Personnel

- Responsible for, either directly or by delegation, the recruitment, employment, and release of all personnel, both paid staff and volunteers.
- Ensure that job descriptions are developed to best match the organizational goals and objectives.
- Ensure that sound human resource practices are in place.
- Manage provisions of Personnel Policies with regards to staff salary and benefits.
- Encourage staff and volunteer development and education, and assist program staff in relating their specialized work to the total program of the organization.
- Facilitate the consistent communication between staff and Director and monitor the consistent communication between volunteers and staff.
- Maintain a climate, which attracts, keeps, and motivates a diverse staff of top quality people.

Budget and Finance:

- Responsible for developing and maintaining sound financial practices.
- Responsible for overseeing preparation of annual operating budget from appropriate staff for approval by the Board.
- Oversees that the organization operates within budget guidelines.
- Ensure preparation of periodic financial reports for the Board as appropriate.
- Work with bookkeeper on producing appropriate financial reports as needed for funding source compliance
- Work with bookkeeper and accountant to ensure annual 990 and auditing requirements are met.

CONFLICT SOLUTION CENTER-RESTORATIVE JUSTICE PARTNERSHIP

Job Description

POSITION: SM Office and Intake Manager

HOURS: 8-10 hrs. per week

General Scope: The Office and Intake Manager is responsible for responding to calls coming into CSC, processing intakes, and maintaining the data base for all intakes, mediations and Restorative Justice referrals. Scheduling of meetings related to mediation services, RJ services and communications and record keeping related to Training Services are the responsibility of the Office and Intake Manager.

Office

- Answer phones, provide information and referral services, respond to all voice mail messages within 24 hours, conduct intakes, conflict consultations and case developments.
- Gather all record-keeping from volunteers to be included in Client data base, ensure records are complete and generate quarterly report.
- Maintain and update as current all new and changed entries in client, donor, general data base and list of active volunteer mediators in data base of volunteer activities.
- Maintain an up-to-date list of community resources, and make appropriate referrals to callers.
- Open incoming mail, date stamp and distribute accordingly, maintain filing system and file as needed
- Prepare and coordinate all aspects of mailings for all programs, ie. Meetings notification, outreach efforts, etc.
- Keep track of and order office supplies when necessary
- Reserve rooms for meetings in SB and SM offices.
- Check and respond to emails coming into info@cscsb.org account

Client Services (Mediation)

- X Conduct intakes and case development on Court and Community mediations.
- X Conduct conciliations and scheduling of mediations as appropriate.
- X Ensure that all Intakes and case development communications are appropriately documented, record-keeping is completed and compiled each month for quarterly reports.
- X Send confirmation letters out and/or make confirmation calls to parties to mediations as appropriate.
- X Generate quotes for fee for service and follow-up with receiving payments and/or generating invoices and receipts. (Payments are to be made before or at time of mediation).
- X Review SC100s, photocopy "mediatable" cases, send postcards to appropriate parties
- X Coordinate scheduling of case developments and mediations between volunteers and clients
- X When necessary, make follow up phone calls on appropriate small claims mediation to schedule mediations in the office
- X Send evaluation postcards to mediation clients and tally monthly results
- X Act as liaison with Small Claims court personnel to ensure ongoing cooperative working relationship.

Training

- When necessary, assist in the logistics, mailings, advertisements, e-blasts for Conflict Resolution and Mediation Skills Training courses (and other workshops), i.e. handle all pre & post communication with registrants of classes, acquire site, process registrations, answer inquiries, photocopying and compiling of training manuals, arrange for refreshments and lunches, all necessary training supplies, training certificates, etc.

Client Services (RJ)

- X Receive and enter into data base all RJ referrals
- X Mail letters to offenders, victims and circle conference participants within the time requirements as outlined in the RJ Guidelines.
- X Confirm mediation/conference participant participation within 2 days of scheduled conference.
- X Facilitate communication between RJ clients and RJ Coordinator/Facilitator

CONFLICT SOLUTION CENTER-RESTORATIVE JUSTICE PARTNERSHIP

Job Description

POSITION: SB Office and Intake Manager

HOURS: 12-14 hrs. per week/depending on funding

General Job Responsibility: The Office and Intake Manager is principally responsible for accomplishing the specific duties as outlined below. The Office and Intake Manager is responsible for responding to all calls coming into CSC, processing intakes, case developments and maintaining the data base for all mediation intakes. Scheduling of meetings related to mediation services, communications and record keeping related to Training Services are the responsibility of the Office and Intake Manager.

Specific Duties:

Client Services (Mediation)

- X Conduct intakes and case development on appropriate Court and Community mediations for entire county.
- X Conduct conciliations and scheduling of mediations as appropriate.
- X Ensure Spanish speaking callers are routed to Bi-lingual Intake Manager.
- X Schedule volunteers for mediations
- X Ensure that all calls—Information and referrals, conflict consultations, intakes and case development services are appropriately documented.
- X Send confirmation letters out and/or make confirmation calls to parties to mediations as appropriate.
- X Generate quotes for fee for service and follow-up with receiving payments and/or generating invoices and receipts. (Payments are usually made before or at time of mediation).
- X Schedule mediations and case developments between volunteers and clients.
- X Ensure postcards are sent to cases appropriate for mediation identified through reviewing of SC100s.
- X Act as liaison with Small Claims court personnel to ensure ongoing cooperative working relationship.
- X Work with South County Co-Executive Director to maintain a healthy and productive volunteer team.
- X Other duties as necessary to ensure a quality mediation service.

Office

- Answer phones, provide information and referral services, respond to all voice mail messages within 24 hours, conduct intakes and communicate phone messages to appropriate staff.
- Maintain and update as current all new and changed entries in client and donor data base on a weekly basis.
- Maintain updated contact list of active volunteer mediators in data base of volunteer activities.
- Gather all record-keeping from volunteers to be included in case management files (data base), ensure records are complete.
- Reserve rooms for meetings in SB and SM offices.
- Maintain an up-to-date list of community resources, and make appropriate referrals to callers.
- Prepare and coordinate all aspects of mailings for all programs, ie. Meetings notification, outreach efforts, trainings mailing, etc.
- Generate, maintain records of, and invoice appropriate clients fees for service.
- Keep track of and order office supplies when necessary
- Open incoming mail, date stamp and distribute accordingly, maintain filing system and file as needed
- Assist South County Co-Director with projects as necessary.

Training

- When necessary, assist in the logistics, mailings, advertisements, e-blasts for Conflict Resolution and Mediation Skills Training courses (and other workshops), i.e. handle all pre & post communication with registrants of classes, acquire site, process registrations, answer inquiries, photocopying and compiling of training manuals, arrange for refreshments and lunches, all necessary training supplies, training certificates, etc.

Job Description

POSITION: Restorative Justice Program Coordinator-North County

HOURS: 32 hrs per week

General Job Responsibility: The Coordinator is principally responsible for accomplishing the objectives as outlined below. The Coordinator will be the primary facilitator of Restorative interventions referred to the Restorative Justice Partnership Initiative (RJPI) by law enforcement, Probation, the schools, or the courts. The coordinator will be responsible for initiating contact with the offender, their family and support people and the victim, their family and support people in preparation for an RJ circle conference. The coordinator will manage all aspects of RJ mediations/conferences from pre-meetings with participants, to facilitating conferences, to monitoring and record-keeping of agreements made between conference participants. The Coordinator will work closely with the Training Director to accomplish the objectives of this project.

Specific Duties:

Client Services

- X Maintain contact and regular communication with designated point person to determine needs for RJ interventions.
- X Receive and process all RJ referrals, eg. enter into data base, place follow-up calls for police reports, clarifications, etc.
- X Conduct pre-meetings in person with juveniles who have committed offenses to determine their willingness and appropriateness to participate within 1 week of referral.
- X Determine other possible participants to an RJ intervention, eg. service providers and other community representatives.
- X Contact and conduct pre-meetings with victims, victim's family members and support people.
- X Confirm conference participant participation within 2 days of scheduled conference.
- X Hold RJ conference within 10-14 days of referral date (or as per RJPI protocols) at the convenience of the family and participants.
- X Facilitate and/or co-facilitate circle conference
- X Write up agreements arrived at in conferences and provide copies to all participants.

Case Management

- X Provide support to juveniles in accomplishing terms of agreements reached in RJ interventions
- X Keep records of agreements and steps taken to accomplish terms of agreement
- X When appropriate, conduct follow-up meetings to acknowledge completion of agreements, or make modification of agreements.
- X Provide RJPI partners with outcomes of each conference and accomplishment of agreements (or not) for data collection purposes.
- X Conduct follow-up with victims to determine satisfaction with intervention
- X Distribute, gather and compile follow up assessments of participants to conference process
- X Ensure appropriate data is recorded in data base and appropriate reports are distributed.
- X Maintain contact with RJ Stakeholders and convene quarterly meetings to coordinate services and ensure referrals

Training

- X Work with RJ Trainer and Executive Director to determine need for and conduct on-going Restorative Justice training to law enforcement, school personnel, Probation staff, courts, etc.