



COLLABORATIVE RESOLUTIONS GROUP

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P.O. Box 931, Greenfield MA 01302

CRG Job Opening: Housing and Community Case Coordinator

POSITION SUMMARY:

This full-time position manages and carries out case coordination activities for housing and community mediation cases, and manages outreach and coordination with community partners to support the Housing Mediation Program. They will interact with online case management platforms and as needed, they may also provide support for other CRG programs and services. This person filling this position is a team member that works collaboratively to address community needs and carry out the CRG mission.

Essential skills and qualifications are listed on page 2. This is a salary exempt position, averaging 35 hours/week, with flexible scheduling (occasional evening or weekend events or meetings required). Remote work required; supervision and support relationships clarified on hiring. Full year salary range: \$33,075-\$34,900. Position starts as soon as possible.

AA/EOE/ADA: We are an equal opportunity employer and value diversity.

All CRG staff positions depend on adequate funding, much of which comes from single-year grant applications; this position is currently funded through June 30, 2021. We strive to the greatest degree possible to ensure stable ongoing employment, a welcoming and supportive work environment, and good benefits. CRG adheres to all state of Massachusetts and federal guidelines for COVID-19.

CONTEXT:

Collaborative Resolutions Group (CRG) is an independent tax-exempt non-profit organization, whose mission is to increase individuals' and organizations' capacity to communicate effectively, manage differences, resolve conflict, and work collaboratively. We offer customized mediation, training, facilitation, restorative practices processes, and conflict coaching services in online, phone, and (when possible) in-person settings.

CRG is led by a diverse Board, two Co-Executive Directors and three other staff members; we depend on a roster of consultant and volunteer mediators, trainers and other providers to serve local communities in ways that work for them. We believe in basing our work on community needs, training and serving community members, and adapting what we do to fit various community cultural contexts. We are committed internally, and in our external work with community members, to developing equity, empowerment and collaboration in sustainable ways.

ESSENTIAL SKILLS, QUALIFICATIONS:

- Committed to CRG mission and vision, and our work to build equity and inclusion into all work we do
- Excellent interpersonal skills, with an ability to create collaborative professional relationships, to effectively present information to diverse audiences, and to work well with other CRG team members
- Excellent oral and written communication skills
- Excellent organizational skills; ability to track and do follow-up on multiple activities over time, and to complete assignments in a timely manner
- Ability to work independently using sound judgment
- Flexibility, ability to adapt to changing environments
- Proficiency with email, Microsoft Office, Gmail/Outlook applications, online virtual platforms (like zoom); ability to enter data and use online process tracking software/ platforms
- Ability to work remotely (CRG currently has no physical office space.)
- Mediation, conflict resolution, restorative practices or related training desirable
- Bilingual applicants and those from diverse backgrounds strongly encouraged to apply

POSITION RESPONSIBILITIES:

1. Actively participate in meetings, outreach efforts, development of community partnerships, training and other activities as CRG's Housing Mediation Program lead.
2. Provide case management for housing and community cases, including supporting parties entering mediation, ensuring appropriate screening and education for parties prior to any mediation, updating records and online case tracking software, and following up on mediation sessions with parties, other staff and, as appropriate, mediators
3. With other staff, and as appropriate, support CRG mediators handling housing and community cases with debriefs, feedback and case tracking.
4. Participate in staff and other meetings and carry out other standard office requirements (responding to emails, filing, maintaining space, etc.). As time permits and needs arise, provide support for other CRG programs or events and carry out other duties as assigned.
5. Contribute as a full member of the organizational team, upholding our mission and vision, seeking to ensure that in all we do we "walk our talk." All team members support work to do fundraising, develop community relationships and partnerships, engage in evaluation activities, engage with professional development opportunities and fully participate in organizational, planning, equity and inclusion work.

This does not cover or contain a comprehensive listing of activities, duties or responsibilities. It is also important to note that as an emerging organization, we expect that these activities and responsibilities may shift based on collaborative decisions in the best interests of staff members and the organization itself. Flexibility, good communication and a collaborative spirit will be key!

APPLICATION INSTRUCTIONS:

Please send a resume and cover letter addressing your interest in CRG and this position to hiring@crg-collab.org, addressed to CRG Co-Executive Directors.