



Mountain Mediation Bilingual Outreach Coordinator & Case Manager (P/T, potential full-time opportunity)

Mountain Mediation is a nonprofit organization assisting residents of Summit and Wasatch counties in the prevention and resolution of disputes. We are seeking to hire a bilingual, energetic, self-starter to become part of our team. The position is hybrid, part-time and with variable work hours; some evenings required. On average, the Coordinator/Case Manager will work approximately 20 hours each week. \$22-\$25 per hour DOE.

Duties

- Manage case intake and management processes, including:
 - Respond to phone and website inquiries about services
 - Conduct intake interviews with potential clients
 - Screen cases to ensure suitability for consultation or mediation
 - Assign mediators to cases
 - Schedule mediations
 - Maintain case management databases
 - Track programming data and run reports

- Conduct outreach to members of the community to inform them of the availability of mediation programs, eviction diversion services, and other Mountain Mediation services targeted to prevent and resolve disputes outside of court

- Administer Mountain Mediation's Landlord/Tenant Eviction Diversion Program, including:
 - Provide legal and practical information on renting to tenants at 15-20 local outreach events per year such as mobile food pantries, Latino Arts Festival, etc.
 - Plan and execute educational events for tenants and landlords
 - Manage Mountain Mediation's state homeless prevention grant program in partnership with the Office of Homeless Services, including:
 - Screening eligible cases
 - Adding clients to the state database
 - Attending monthly Continuum of Care meetings (on Zoom)
 - Running quarterly data validations for state database

- Engage residents in MMC's bilingual Community Conversations, bringing new voices into important community discussions
- Build and maintain a collaborative relationship with MMC staff and board, community partners, and residents of the community by attending monthly community partner meetings and other outreach events
- Willingness to assist with social media content, event planning, and other miscellaneous tasks as needed

Qualifications

- Ability to communicate in a courteous and professional manner in both English and Spanish (required)
- Ability to work independently and within MMC policies, including maintaining confidentiality
- Ability to use (or willingness to learn) Facebook, Instagram, and basic website management

Please submit cover letter and resume to: gretchen@mountainmediationcenter.org

5/2024