



COMMUNITY BOARDS NEIGHBORHOOD MEDIATION PROGRAM INTERNSHIPS

Community Boards' **Neighborhood Mediation Program** is the oldest, longest running public conflict resolution program in the US. Our internships provide you with valuable, real-life, hands-on experience. Interns interview prospective mediation clients, develop cases, outreach to the community, and handle other tasks related to managing a grassroots community

service. We accept local and international students, as well as non-student individuals looking to expand their skill sets.

Ideally, interns are requested to work for a minimum of 4 months (a semester) and at least one full day (10am-5pm) per week. Special arrangement can be made for half days of 10am-1:30pm or 1:30pm-5pm. Internships at Community Boards are non-paying. We welcome interns of all backgrounds.

We are particularly looking for people who are fluent in Spanish, Mandarin and Cantonese.

Qualifications

- Good telephone and communication skills
- Ability to empathize without taking sides
- Patience while working with angry, frustrated or upset callers
- Familiarity with data entry
- Fluency in Spanish, Cantonese or Mandarin would be helpful

Case Intake Tasks

- Case Intake with **Party 1** (person with problem who contacts Community Boards)
- Explain Community Boards' services and role of mediation
- Listen to caller's issue(s) and ask clarifying questions
- Determine if mediation is appropriate
- Provide referrals if mediation isn't appropriate
- Collect demographic data

Program Administration

- Enter data in Case Manager database
- Follow-up telephone "mediation satisfaction" survey
- Ongoing clerical assistance

Outreach and Public Education

- Participate in "Taking Mediation to the People" doing onsite case intake
- Staff informational tables at events and gatherings
- Make outreach presentations
- Assist with social media

Other Areas

- If you have a special project, please contact Cordell and discuss it with him.

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