



COMMUNITY BOARDS

San Francisco Conflict Resolution Center

Celebrating 45 Years of Building Community through Conflict Resolution

About Community Boards

Founded in 1976, we operate the longest-running nonprofit conflict resolution center in the United States. Our programs include mediation, conflict coaching, facilitation, and a wide range of trainings. We maintain a 450+ pool of volunteer Community Mediators, who allow us to deliver our core services in English, Spanish, Mandarin, and Cantonese.

Housing Stabilization Coordinator

The Housing Stabilization Program Coordinator is a 32-hour position through June 2022, with continuation based on grant funding. This is a non-exempt position and reports to the Program Director.

To apply: Please send cover letter and resume to Chelsea Kaplan, Program Director, at ckaplan@communityboards.org. Position is open until filled.

Job Description

- Support planning and coordination of the Housing Stabilization programs and all their activities. Act as the point person for the adult and transitional age youth housing program to ensure that the participants and case managers are being linked with Community Boards service providers.
- Manage and coordinate the training schedule for Housing Stabilization programs.
- Provide workshops and trainings with Program Director.
- Check intake line and emails daily and lead intake, case development, and mediation sessions for clients.
- Work with shared housing program partner organizations and lead needs assessment, provide recommendations for procedures, support, and direct services.
- Maintain records and date for reports.
- Attend meetings and provide on-going orientations to new clients and service providers.
- Oversee the Community Board's coaches and volunteers who support the housing programs.
- Support growth and development of the Housing Stabilization programs and help innovate with new initiatives.
- Provide support for future recommendations and grant applications.
- Take Conflict Coaching 101, the Basics of Mediation, and other Community Boards' trainings.
- Able to travel through the Bay Area (Alameda county, SF, Oakland, Vallejo) to meet clients.
- Represent Community Boards' programs at conferences and stakeholder meetings.

Required & Preferred Qualifications

Required

- Strong verbal and written communication skills with a warm and friendly demeanor.
- Comfortable working with diverse participants and service providers via telephone, email, and Zoom, and helping them through stressful situations.



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- Ability to stay impartial while working with multiple stakeholders in conflict, such as landlords and tenants.
- Ability to maintain strict confidentiality of client information.
- Ability to work efficiently both remotely and in-person, independently completing assigned tasks in a timely manner.
- Working knowledge of Zoom, Microsoft Office 365, and Microsoft Excel.
- A team player: excellent interpersonal communication skills and enjoy working with other people on program services.

Preferred

- Bachelor's degree.
- Experience with alternative dispute resolution, one-year minimum.
- Experience with or willingness to learn Salesforce or similar CRM database.
- Experience working in conflict resolution, positive coaching, and homeless services.

Benefits

- Full health insurance (vision and dental included) or cash in lieu option.
- Paid time off, including the last week of the year.

Schedule

- 32 hrs/week
- Monday to Friday, with some weekends for training
- Flexible scheduling

Equal Opportunity Employer

It is the policy of Community Boards to provide all persons with equal employment opportunities regardless of race, color, ancestry, national origin, ethnic group identification, religion, age, gender, marital status, domestic partner status, sexual orientation, disability or AIDS/HIV status, medical conditions, gender identity, or status as a veteran. These categories specifically include status as a lesbian, gay, bisexual, transgender, or questioning person. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions upon request.