



Life Skills Case Manager

Life Skills is a conflict resolution and communication skills course for parents and teens in conflict. Families are referred by Department of Juvenile Justice Court Counselors, the Department of Social Services, mental health professionals, and community agencies. Families come to group and individual Life Skills classes once a week for two to three months.

This person is responsible for management of the Life Skills program. The case manager schedules clients, conducts intake appointments, and conducts individual and group Life Skills sessions. Topics include house rules and logical consequences, conflict resolution skills, communication skills, anger management, problem solving, active and reflective listening, I messages, and more. The case manager is responsible for shaping curriculum to fit families' needs and for starting group class program. Case manager will be trained in mediation skills. Life Skills is an educational skill building program and does not provide clinical treatment for mental health conditions.

Hiring Rate: \$13.50 - \$17.50/hour, DOE

Hours & Compensation:

- 3:00 – 8:00pm Monday through Thursday
- Total of 15 to 20 hours per week
- Paid vacation and sick time

Tasks (times are approximate and subject to change and seasonal fluctuation):

50% - Conduct individual and group Life Skills sessions

- Work with diverse families to improve conflict resolution and communication skills
- Motivate families to attend sessions and maintain interest in the program
- Respond to each family's individual needs by shaping activities and lessons
- Facilitate group classes for families involved in the program
- Conduct sessions in the role of a mediator

35% - Coordinate Life Skills sessions, maintain records

- Determine appropriateness of families for Life Skills program
- Plan and implement group classes
- Schedule sessions, follow up with clients, mail confirmation letters
- Plan activities to engage families in the class objectives
- Work with social workers, court counselors, and others to communicate about each family's needs and progress
- Maintain precise records that conform to internal and external regulations
- Data entry, reporting, maintaining statistics
- Complete appropriate paperwork and reports for funders.

15% - Other

- Attend staff meetings
- Collaborate with executive director on grant proposals
- Share information about services with callers and community members
- Assist with special events and trainings
- Complete other tasks as assigned

Qualifications:

Required:

- 4 year degree
- 2 years human services work experience
- Ability to deal with confidential and highly sensitive information
- Knowledge of family systems and mental health
- Ability to remain neutral and act as a mediator, facilitator, and educator
- Emotional maturity, patience, ability to be neutral in a wide variety of situations
- Experience with “at-risk” and diverse populations
- Strong ability to prioritize, organize and administer tasks
- Flexibility and willingness to do what it takes
- Willingness/ability to work some evening and weekends
- Excellent written communication skills and a strong phone presence
- Strong computer skills – Word, Excel, Publisher, Internet savvy

Preferred:

- LCSW, LPC, or other licensed professional. Licensure supervision is **not** available at the Mediation Center.
- Mediation experience/training, knowledge of ADR
- Case management experience
- Experience as an educator for adults and/or teenagers
- Fluency in Spanish
- Knowledge of juvenile court system

To apply, submit:

1. Cover letter in the body of an e-mail
2. **ONE PAGE** resume attached to same e-mail in an MS Word document:
3. **Absolutely no phone or drop-in inquiries.**

Sent to: Laura Jeffords, Executive Director at employment@mediatebuncombe.org

Deadline: Open until filled.