

Florida State Courts System Class Specification

Class Title: Mediation Services Coordinator

Class Code: 7630

[Pay Grade 25](#)

General Description

The essential function of the position within the organization is to coordinate and administer court mediation programs. The position is responsible for scheduling and supervising staff and/or volunteers, coordinating and administering court mediation services, managing continuing mediation programs for volunteer mediators, serving as liaison/information resource, reviewing files referred to mediation, maintaining records of mediated cases, and performing related administrative functions, including reporting. The position works under general supervision of the Trial Court Administrator or other designated manager; reporting major activities through periodic meetings.

Examples of Work Performed

(Note: The examples of work as listed in this class specification are not necessarily descriptive of any one position in the class. The omission of specific statements does not preclude management from assigning specific duties not listed herein if such duties are a logical assignment to the position.)

Supervises court staff, including training, assigning and evaluating work; reviews work of staff to ensure regulation compliance.

Runs audits and assigns daily reports; and deals with special projects and revisions as required; updates notices and adds information as needed.

Supervises, schedules, assigns, organizes and directs volunteers and contract mediators for program mediations throughout the circuit of responsibility; recruits, trains and coordinates volunteers; creates and manages mediator dockets.

Reviews domestic case files referred to mediation to identify issues, assess mediation fees and estimate time needed to mediate the case and report data.

Travels to various counties to meet with judiciary and court staff, assess program effectiveness and needs, and provide mediation services; handles/resolves complaints and case problems.

Develops, plans, coordinates and administers continuing mediation programs for volunteer mediators; plans and organizes appreciation activities for volunteer mediators.

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Maintains accurate records of files reviewed, cases mediated, mediation outcomes, fees collected and monies paid out to contractors.

Responds to inquiries from the judiciary, court staff, attorneys and the public regarding mediation programs of responsibility.

Conducts mediations, facilitating discussion of issues between involved parties for court referred cases such as small claims to facilitate resolution.

Gathers information/data to support periodic and special reports documenting activities for the area of responsibility, such as statistical reports.

Provides assistance with administrative tasks, such as maintaining the departmental web site, providing fiscal information for budget planning and overseeing the current budget, developing/updating program manuals, preparing portions of the Compendium for the Dispute Resolution Center, or maintaining libraries.

Performs clerical tasks such as proofing timesheets; answering telephone calls, e-mails and other correspondence directed to court mediation services; performing data entry; preparing periodic employee evaluations; faxing; or photocopying.

Attends or conducts staff and other professional meetings to exchange information; attends technical or professional workshops or seminars to improve professional skills.

Competencies

Data Responsibility:

Refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.

Directs others in major events and reports on activities and results.

People Responsibility:

Refers to individuals who have contact with or are influenced by the position.

Supervises or leads others by determining work procedures, assigning duties, maintaining harmonious relations, and promoting efficiency.

Assets Responsibility:

Refers to the responsibility for achieving economies or preventing loss within the organization.

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Requires some responsibility for achieving minor economies and/or preventing minor losses through the handling of or accounting for materials and supplies.

Mathematical Requirements:

Deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.

Uses practical application of fractions, percentages, ratios and proportions, measurements, or logarithms; may use algebraic solutions of equations and equalities, deductive geometry, and/or descriptive statistics.

Communications Requirement:

Involves the ability to read, write, and speak.

Reads and interprets advanced professional materials; writes complex reports and papers; speaks to high level professional personnel.

Complexity of Work:

Addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.

Performs work involving the application of principles of logical thinking and continuous exposure to pressure.

Impact of Decisions:

Refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.

Makes decisions with moderately serious impact - affects work unit and may affect other units or citizens.

Equipment Usage:

Refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.

Handles machines, tools, equipment, or work aids involving some latitude for judgment regarding attainment of standard or in selecting appropriate items, such as computers, peripherals, or software programs such as word processing.

Safety of Others:

Refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.

Requires considerable responsibility for the safety and health of others.

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Education and Experience Guidelines

Education:

Refers to job specific training and education that is recommended for entry into the position. Additional relevant experience may substitute for the recommended educational level on a year-for-year basis.

Bachelor's degree in social work, law or a closely related field.

Experience:

Refers to the amount of related work experience that is recommended for entry into the position that would result in reasonable expectation that the person can perform the required tasks. Additional relevant education may substitute for the recommended experience on a year-for-year basis, excluding supervisory experience.

Four years of related experience.

Licenses, Certifications, and Registrations Required:

Refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.

Requires appropriate Mediator certification.