

## COMMUNITY JUSTICE CENTRE

### CASE CO-ORDINATOR

#### JOB DESCRIPTION

#### **Function**

The case co-ordinator is responsible for the day-to-day management, supervision, and maintenance of case files referred to the society in accordance with board policy as communicated by the chief administrator.

#### **Responsibility**

Responsible to:

- The chief administrator for case file management and routine office tasks;

Responsible for:

- Communicating any concerns, particularly with respect to case files, to the chief administrator; and
- Following the Office Manual's prescribed procedures.

#### **Skills**

- Experience in dealing with people;
- Knowledge and understanding of local community values, beliefs and resources;
- Ability to set appropriate boundaries and behaviours;
- Some knowledge of restorative justice principles and the justice system;
- Good aural, written and verbal communication;
- Organizational ability;
- Time management;
- Basic computer skills;
- Basic decision – and sound judgment – making; and
- Willingness to learn, participate in workshops, and understand and carry out the resolution processes at the CJC.

## **Duties**

- Activate cases referred to the Centre in accordance with the Centre's prescribed guidelines;
- Schedule and conduct pre-conference interviews and briefings with the complainant(s), respondent(s) and respondent supporters;
- Schedule, attend, and oversee resolution conferences for both administrative and co-ordination purposes, and to assist the facilitator and panel members achieve a fair and effective outcome;
- Attend and oversee any conference scheduled for his/ her assigned day;
- Prior to the resolution conference, brief the conference team\* about the facts of a case, the results of the pre-conference interviews, and any information the case co-ordinator considers relevant to the successful completion of the resolution conference;
- Ensure that the wording of the written agreement is accurate in interpretation for all parties, and that the agreement reflects the understanding of intent;
- Participate in the debriefing session at the end of the resolution conference;
- Monitor the resolution agreement until its completion;
- Assist with the training and scheduling of new volunteers to observe resolution conferences;
- Assist with the training of new co-ordinators; and
- Attend co-ordinator meetings or office/coordinator meetings as scheduled.

### **\*The Team:**

The team includes the facilitator, both panel members, and the case co-ordinator. Observers are not part of the active team.