Center for Urban Transformation
Juvenile Justice Diversion (JJD) Case Manager/Facilitator Job Posting

The Center for Urban Transformation, or “Center,” is seeking a second Case Manager/Facilitator for the Juvenile Justice Diversion program. The Center launched its Juvenile Justice Diversion program last summer in the 5th Ward neighborhood in Houston as the centerpiece of an initiative involving eight community organizations and institutions to build the resilience of 5th Ward families.

The Center is a collaboration of healthcare, research, housing, education, and faith-based organizations to develop innovative strategies for transforming struggling neighborhoods. The Center is governed by representatives of those sectors and under the initial administration of the Fifth Ward Community Redevelopment Corporation. It will serve as the anchor for this long-term collaborative and will drive innovative initiatives through the partners.

The first such initiative was launched in late summer of 2019 to provide case management and restorative justice services to divert juvenile justice-involved youth and prevent recidivism, in partnership with law enforcement, area schools, community service providers, and more.

The Center has launched the 5th Ward Juvenile Justice Diversion program with the objective to improve 5th Ward youth outcomes, promote pro-social development, and reduce the number of youth arrested or incarcerated. A child who is referred to the Center meets with a case manager, works through restorative processes, learns Nonviolent Communication (empathy) and self-awareness tools, engages in community work, and is supported by a mentor(s). The Center facilitates restorative circles to address the alleged offense and the needs of parties involved. The services are tailored to the child, and the case manager tracks progress toward co-created goals.

Juvenile Justice Diversion Case Manager responsibilities
The Juvenile Justice Diversion Case Manager/Facilitator will manage a caseload of participants’ overall growth and development within the program, provide needed advocacy and referrals to support participants in achieving their goals, (co-) facilitate conflict transformation and self-awareness classes rooted in Nonviolent Communication (NVC) -based mediation, (co-) facilitate restorative circles, maintain caseload data entry and accuracy, and troubleshoot participants’ barriers to personal development (e.g. housing, financial, childcare, etc.). This position is currently part of a team with the JJD Program Manager, another Case Manager, and part-time casework staff/interns.

The Center will provide training in empathy and self-awareness -based tools, including specifically for restorative circles, and the 5th Ward juvenile justice diversion program processes. The Case Manager responsibilities include but are not limited to:

Individual case management
• Manage the intake, enrollment and retention processes for a caseload of youth.
• As needed in collaboration with the Program Manager, provide accurate communication to law enforcement, Harris County Juvenile Probation, HISD and/or the District Attorney that youth has met requirements for check-ins with case manager, and proactively reach out to youth (and parents as necessary) in case of no-shows
• Assess needs and risk at program entry and program exit, and on an on-going basis as necessary
• Co-create education, health, mental health, employment, and other goals for youth
• Provide direct services using an NVC-based approach in youth to support individual participants connecting with their dreams and values and ensure participants are on track to meet their goals and fulfil requirements of diversion.
• As needed, engage guardians and, with the team, identify other community support and resources available to child
• Meet with child monthly or more often as needed, including home visits where appropriate
• Connect youth with mentors, and as needed facilitate progress in mentorship goals
• Support youth community engagement and service in a way that is directly related to a) personal development goals or b) diversion plan, possibly through co-facilitation of a community wide Youth Council that is envisioned but not yet implemented.

Empathy Skill-Building Classes
- Co-facilitate weekly student groups rooted in empathic Non-Violent Communication -based communication, mediation, and self-awareness tools. These classes include
  o Check-ins and guided NVC-based meditative practices
  o Explicit learning of NVC-based tools and processes
  o Practicing above tools and processes
  o Games to connect students to their native creativity, sense of movement, and visions for community change
- Coach students to co-facilitate pieces of above classes and processes

Restorative Processes (Circles/Meditation, Pre-Circles)
- Prepare youth and families to engage in empathic NVC-based restorative processes where needed
- Build student, community, and impacted parties’ capacity to engage in empathic NVC-based restorative process
- Follow up and support implementation of mediation processes’ resulting plans

Community Capacity-Building
With Program Manager, engage community to build capacity with NVC and self-awareness -based restorative tools and processes.

Qualifications
Candidates for JJD Case Manager / Facilitator must have:
- A bachelor’s degree or higher
- Experience in case management or direct services in human services, health, education, juvenile justice / probation, or similar

We will give preference to candidates who:
- Have training in Nonviolent-Communication (NVC)
- Have experience working with youth
- Have experience working with vulnerable and/or marginalized populations
- Have training in NVC-based mediation or circles
- Have facilitated NVC-based mediation, circles, workshops/classes, or coaching / one-on-one support
- Have curriculum development experience
- Speak Spanish

Other critical occupational and soft skills:
- Alignment with the Center’s values of compassion, inclusion, and respect for people of all backgrounds and life experiences
- Demonstrated ability to practice good listening skills, especially with adolescents
- Alignment with the Center’s values around criminal justice reform
- Experience with databases (inputting data, running reports), Microsoft Office and Outlook
- Excellent written and verbal communication skills
- Excellent problem-solving skills

Salary
$45,000-$50,000 depending on qualifications and experience plus benefits

How to apply
Applications will be reviewed on an ongoing basis. It is our intention that the successful applicant will begin work with us soon after the start of the New Year. To apply, please email the following to Leah Wolfthal at lwolfthal@fwtransformation.com
- Resume
- Cover letter
- Listing of your training and experience using NVC, NVC-based mediation, and/or circles (even if overlapping with your resume), such as might include:
  o NVC-based workshops you have participated in (we don’t need the exact dates)
  o NVC-based workshops you facilitated (or frequency/duration of time in which you were regularly facilitating)
  o Circles or mediation you facilitated (or frequency/duration of time in which you were regularly facilitating)
  o One-on-one NVC-based empathy sessions (whether as empathy buddies or in paid experience) you facilitated (or frequency/duration of time in which you did this)
  o Other mindfulness techniques you studied and/or facilitated
  o Please also briefly explain the restorative circles or mediation process you’re most familiar or comfortable with. (no more than a few sentences or bullet points)
  o Please list any of the following processes you are familiar and comfortable with, and feel free to add (briefly describe) any not listed here: Mourn, Celebrate, Learn; Enemy Image Process; Intensity Exercise (sometimes called “Trigger Exercise”); Elements of Empathy; 9 Mediation Skills; Need Behind the “No!”; Internal Mediation.

In the body of your email, please indicate if you live in Houston or are applying from out of town; if the latter, please also note whether you would be able to travel to Houston if a finalist. Please note, finalists may be asked to submit a writing sample, three professional references, and to facilitate a live one-on-one coaching/empathy or circle session in front of a panel.