

An Implementation Guide for a Mediation Based Alternative to Police Response Program



MEDIATION RESPONSE UNIT (MRU), CITY OF DAYTON, OHIO

MEDIATION RESPONSE UNIT

from conflict to conversation



Dayton
Mediation
Center

Mediation Response Unit (MRU)

City of Dayton, Ohio

*An Implementation Guide for a Mediation Based
Alternative to Police Response Program*

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**What is the
Mediation Response
Unit?**

The Mediation Response Unit (MRU) is an alternative response team, responding to non-violent 911 calls within the City of Dayton. The MRU is a team of trained responders with a wealth of experience and certification in areas such as communication, conflict resolution, mediation, crisis response, community development, and relationship building.





Introduction

This guide offers a practical road map informed by the experiences of the City of Dayton Mediation Center in developing the Mediation Response Unit (MRU), the City's Alternative to Police Response Program. It is designed to support other government entities in replicating similar alternative response initiatives to meet the unique needs of their communities.

The City of Dayton, operating under a council-manager form of government, established the Dayton Mediation Center in 1987 to reduce the strain that community conflict places on public resources. Over the years, the Center has grown into one of the most respected and long-standing conflict intervention programs in the nation, known for helping individuals and groups engage with conflict in a constructive and productive way.

Before the launch of the MRU, the Dayton Mediation Center handled more than 3,000 conflict situations annually. Its services have been widely used by residents, neighborhood associations, businesses, employers and employees, schools, law enforcement, and the courts.



SECTION I

Background

In 2020, The Dayton Mediation Center facilitated five working groups that were established to examine the policies and procedures of the City of Dayton Police Department. The groups consisted of over 125 diverse community members including public defenders, clergy, police officers, elected officials, and engaged citizens. Over 100 recommendations were made, including the recommendation from the Community Engagement working group that the City create an alternative to police response program.

2020 POLICE REFORM PROCESS

Announced in June 2020, the City of Dayton's Police Reform Initiative is a transformational, community-driven process

WIDE REPRESENTATION

Across five working groups, the City has partnered with over 100 community members from all backgrounds to design solutions that work for everyone.

ACTIVE ENGAGEMENT

Groups meet weekly or bi-weekly to discuss research and make recommendations. Meetings are live-streamed every week on the City's website.

POLICE DEPARTMENT BUY-IN

The City's working groups include officers from every rank of the department. Group recommendations are made in partnership with the police.

GUARANTEED DELIVERABLES

City resources are being prioritized to carry out group recommendations to the maximum extent feasible. Some recommendations are already in the implementation phase.

FIVE REFORM AREAS

- ▶ Oversight
- ▶ Use of Force
- ▶ Training and Discipline
- ▶ Recruitment and Promotions
- ▶ Community Engagement.

Police Reform Working Groups PROCESS

On June 18, 2020, the Dayton City Commission announced Five Police Reform Working Groups: *Oversight, Use of Force, Training and Discipline, Recruitment and Promotions, and Community Engagement.*

Over 100 community members have come together to serve, going through the process below.

The Five Police Reform Working Groups are tasked with making recommendations to the City Commission about practice and policy.



After a Working Group votes to approve the recommendation, the City Commission has 30 days to consider it and respond.



The Commission can accept the recommendations, deny them, or ask for more information.



Once the City Commission has accepted a recommendation, they direct the City Manager, Dayton Police Department or others to move forward with implementation.

[DAYTONOHIO.ORG/POLICEREFORM](https://daytonohio.org/police-reform)

The City contracted with Law Enforcement Action Partnership (LEAP) for their expertise in the alternative response field. A thorough report was provided in which LEAP reviewed all current programs, resources, and initiatives in Dayton and Montgomery County. Taking into consideration that Montgomery County was building a mental health Crisis Now model, and that the City has a valuable resource in the Mediation Center, LEAP recommended that a mediation based alternative response program be built; a first in the nation endeavor.

SECTION II Program Building

While not required, the City chose to issue a Request for Proposals (RFP) to engage a consultant with expertise in alternative response programs. Today, research and implementation guides are more readily available than when Dayton first began developing its program. The decision to hire an external advisor should be based on available staff capacity and budget considerations. Through the RFP process, Dignity Best Practices emerged as the top-scoring consultant and was contracted to support the City during the development and implementation of the Mediation Response Unit. Since then, Dignity Best Practices has developed a comprehensive Field Mediation Toolkit that outlines Dayton's approach in detail. This resource may be valuable to other organizations seeking to replicate and adapt a similar program. For those aiming to implement a tailored alternative response model efficiently, the City of Dayton's implementation guide offers a practical and proven road map as well.

Core Team

Establishing a core team of experts was a necessary component to the creation of the Mediation Response Unit. This team was small enough to effectively move through tasks and priorities, but had all necessary expertise represented.

An intentional aspect of the MRU program design was integration with the 911 dispatch system. To truly divert appropriate calls from Police to the MRU, the program required the ability to be dispatched similarly to Police. The City's 911 dispatch goes through a regional system and is managed by the Montgomery County Sheriff's Department, making their representation on the core team vital. The rest of the team consisted of leadership from the Dayton Police Department, Dayton Fire Department, Dayton Mediation Center, as well as representation from the City Manager's Office. This team met from the time of the approved commission recommendation and reviewed and interviewed the consultant RFP applicants. Once Dignity Best Practices was selected as the alternative response program implementation consultant their team joined the core team as well. Determining the right partners for your core team should be dependent on how your city or county functions. The core team met weekly, from beginning of 2021 through program launch in May of 2022.

Priorities

The core team's main responsibility was in program design. The priorities that led this work included establishing call types appropriate for MRU, field response protocol, training, securing equipment, job descriptions, and outreach.

Call Types

The analysis provided by LEAP was instrumental in the City's development of the MRU. It offered a detailed review of call types that could potentially be managed by mediation-based responders. Using this list as a foundation, the core team evaluated each call type for local relevance and identified additional categories that would be a good fit for the City's needs. It's important to note that law enforcement agencies may be subject to varying state or local laws and ordinances, which can influence which calls they are required to handle. For instance, while LEAP identified "fireworks" as a potential MRU call type, the core team determined it was unsuitable due to situations that may involve explosives, requiring a bomb squad response. Each community must carefully assess and tailor its approach to alternative response based on its specific context. Currently, the MRU handles 20 different call types and may co-respond with the Police Department when appropriate, depending on the nature of the call.

MEDIATION RESPONSE UNIT Call Types

Welfare Check	Suspicious Person
Disorderly Subject	Public Drunkenness
Peace Officer Request	Individual Begging
Neighbor Trouble	Parking Complaint
Loud Noise Complaint, Etc.	Harassment
Juvenile Complaint	Loitering - Gathering in Area
Telephone Calls	Animal Call
Dumping Or Littering	Roommate Trouble
Barking Dog	





WHEN IS THE MRU THE RIGHT FIT?

MRU is the best fit

- ▶ Noise and Pet Complaints
- ▶ Neighbor Troubles
- ▶ Loitering, Begging, Disorderly
- ▶ Disruptive Youth / Teens
- ▶ Family / Friend Conflict

POLICE are the best fit

- ▶ Any Violence / Weapons
- ▶ Any Injuries
- ▶ A History of Violence
- ▶ A Crime has been Committed
- ▶ Police Report is Requested

Field Protocol

A general outline of steps to take on each call is necessary for a standard protocol, with the understanding that each interaction will elicit varying responses. Transformative Mediation defines conflict as a crisis in human interaction; a transformative practitioner's interventions provide help in overcoming this crisis and restoring constructive interaction and is the blueprint for all of MRU's interactions with the community. In general, the MRU field protocol can be broken down into six categories with accompanying sub-components: *Safe arrival, Initial engagement, Active listening, Options discussion, Close-out, Follow-up*. Each new Mediation Response Specialist receives extensive training on the field protocol process as part of new employee on-boarding.

I. Safe Arrival

- ◆ Receive a call via Regional Dispatch Center (RDC), the Computer Aided Dispatch (CAD) board, or direct call.
 - Gather initial information from RDC or call-taker.
- ◆ Arriving on scene
 - Notify RDC via radio and computer that team has arrived on scene.
- ◆ Safety Assessment
 - Is there a manageable agitation level and no weapons present?

II. Initial Engagement

- ◆ Introductions
 - Names, explain purpose, establish rapport.
- ◆ Diffuse (if needed)
 - Interrupt, reassure, separate, promise to listen.

III. Active Listening

- ◆ Listen to the individual that initiated the call.
- ◆ Listen to the individual that was called-on.
 - Listen for:
 - ▶ What happened
 - ▶ What feelings/emotions they are expressing
 - ▶ Pay attention to what they share about the cause, background, risks, exacerbating factors, strengths, insights, and aspirations
 - ▶ What goal(s) they want for a successful outcome or conclusion of the situation
 - ▶ Whether they are open to hearing the other person's perspective and willing to consider doing something different moving forward
 - ▶ Of their expressed needs and goals for the situation, what constructive "next steps" might each party take

IV. Options Discussion

- ◆ Provide conflict coaching and propose options.
 - Consider pros and cons of different paths forward; encourage direct contact, clarify legal aspects if relevant, encourage empowerment.
- ◆ Agree on next steps
 - Help parties talk with each other and only count what each party seems to commit to.

V. Close - Out

- ◆ Conclude call
 - End on an empathetic & affirming note.
 - Tell RDC call close disposition; write up notes.

VI. Follow-up

- ◆ Call or visit within a week.
 - Get the update, listen, offer further support.

CHALLENGES AND RESPONSES

Hot Conflict in Progress



Resistance to Mediation Response



Training

The onboarding process for new Mediation Response Specialists is rigorous and consists of two main phases: classroom training and on-the-job training. The process lasts for a total of 14 to 16 weeks, with 6 to 8 weeks of classroom training followed by 8 weeks of practical, on-the-job training. During this time, new team members collaborate closely with core team members, as well as with external organizations like Police, Fire/EMS, and other partners. The curriculum is customized based on the needs of each organization. A high-level outline of the training content is provided below, with a detailed list available in the appendix.

MEDIATION RESPONSE UNIT TRAINING SCHEDULE:

- ▶ Transformative Mediator Certification through The Institute for the Study of Conflict Transformation
- ▶ Skill Building Practice
- ▶ Court Mediation Observations
- ▶ Becoming Trauma Informed & Aware
- ▶ Situational Awareness
- ▶ Motivational Interviewing
- ▶ Implicit Bias
- ▶ Defensive Tactics
- ▶ Ride Along with Police, Fire, Housing Inspection, Community Engagement
- ▶ Regional Dispatch Training
- ▶ Responding with Senior MRU Responders
- ▶ CPR Certification
- ▶ First Aid + Narcan
- ▶ Applied Suicide Intervention Skills
- ▶ Responding to Addiction
- ▶ Race, Class, Gender Simulation
- ▶ Field trips to affiliate/community organizations

Securing Equipment

The amount and type of equipment required for an alternative response program can vary depending on the specific needs of each program. For the MRU program, the initial setup included two teams, each consisting of one Mediation Response Specialist I and one Mediation Response Specialist II, along with an additional Mediation Response Specialist I focused on case management and follow-up. The program was overseen by a Mediation Response Unit Coordinator. This staffing model was manageable during the early stages of the program, allowing for adjustments and evaluation of its effectiveness and community need. The initial equipment secured was tailored to this original team structure, with additional resources acquired as the team expanded.

STARTUP EQUIPMENT AND ONGOING EXPENSES:

- ▶ Two Vehicles
- ▶ Office Furniture (desks, chairs, etc.)
- ▶ Laptops/Monitors
- ▶ CAD System (installation and hardware for each vehicle)

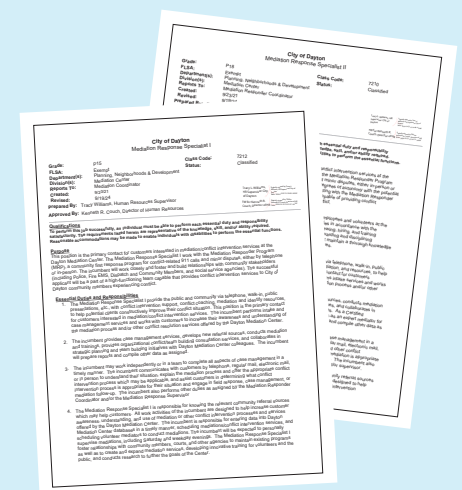
- ▶ Radios
- ▶ Radio Maintenance and Repair
- ▶ Cell Phones
- ▶ Armor Vests
- ▶ Uniforms
- ▶ Boots
- ▶ Training Costs
- ▶ Travel & Conferences
- ▶ Fleet Charges (vehicle maintenance)
- ▶ Software & Licensing (FileMaker Pro, Twilio, Productive Computing)
- ▶ Supplies & Materials (vehicle supplies, snacks, water, hygiene kits, etc.)
- ▶ Fuel
- ▶ Language Access Services (translation and interpretation)
- ▶ Organizational Memberships

As the MRU team grew, additional equipment and resources were acquired to support the expanding staff and ongoing needs of the program.

Job Descriptions

A Mediation Response Specialist job primarily involves diffusing conflict and mediating disputes, often as an alternative to traditional police response. These specialists respond to calls for service involving minor disputes and low-emergence crises, working with parties to find resolutions. New job descriptions were needed, but some aspects of current Mediation Specialist positions were used as some skills overlap. It is important that the descriptions clearly emphasize that this is a first-response role, as well identifying the work shift expectations. Clearly stating the varying work environment (homes, parks, streets, etc.) is necessary as well as the, at times, unstructured interactions with individuals.

The City put importance on lived and alternative work experience as a priority to the MRU team, so two separate Mediation Response Specialist roles were created; one with more education required, but both offering the opportunity for advancement. Incorporating role-playing and real-world examples in the interviewing process is important to the hiring process. Before final candidates are chosen, a ride along with the MRU team is done as well. Open-mindedness is encouraged, with a focus on practical exercises that demonstrate a candidate's ability to mediate and adapt.



*Job Descriptions
See page 18*

Detailed job descriptions are available in the appendix, but a summary is listed below:

The Mediation Response Specialist works with the Mediation Response Unit, an alternative to police response as appropriate for 911 police calls and minor disputes, either in-person or by telephone. This position is the primary contact for field response and follow up contact for individuals who have low emergent crises and customers interested in mediation/conflict resolution services related to the MRU field responses and walk-in and telephone inquiries. Incumbents work closely with and foster relationships with stakeholders (including Police, Fire EMS, Dispatch, Courts, Agencies and Community Members) and will be a part of a high-functioning team capable of providing diffuse and conflict intervention services to City of Dayton community members experiencing conflict. Responsible for knowing the relevant community referral sources which may provide assistance to customers; creating and expanding mediation services; developing innovative training for volunteers/public; and conducting research to further the goals of the Mediation Center.

SECTION III **Funding**

As a commission-approved initiative with full support from the City Manager, it was decided that general fund dollars would be used to launch and maintain the MRU program. Nonetheless, in alignment with the City's commitment to fiscal responsibility, efforts are ongoing to identify grant opportunities that can supplement or reduce reliance on general fund resources. The budget for the alternative response program will encompass personnel, contracts, and materials. Contracts and materials will cover a wide range of items, including marketing services, food bank support, partnerships with community non-profits for referrals, equipment, and program evaluation. The City has already secured several state and national grants to help fund the MRU program.

SECTION IV **Program Launch**

Outreach

A crucial factor in the success of an alternative response program is effective outreach. For the MRU, this outreach was directed at three key groups: community residents, the police, and local businesses and organizations. Outreach was essential before the program's

launch and continues to be an ongoing responsibility of the Program Coordinator.

As part of the outreach effort, the MRU developed a clear and concise elevator pitch and a comprehensive presentation that accurately communicates the program's work. These tools are adaptable for use in various settings. Prior to launch, the MRU held multiple community meetings to gather feedback from residents, helping shape the program while it was still in development. Outreach continued after launch, with efforts to build relationships with local businesses and community organizations to raise awareness and foster collaboration.

The support of the police department is critical for the success of an alternative response program. Police leadership from the core team conducted outreach within the department, but it was also decided that the MRU Coordinator would attend regular roll calls to maintain ongoing engagement with officers. Initially, the focus was on familiarizing everyone with the process and the staff, but over time, these roll calls have evolved into an opportunity to gauge continued support and gather input for further improvements to the program.

Communication Plan

A well-structured communication plan is essential for a successful program launch. This plan ensures that all stakeholders—from internal departments to the broader community—are informed, aligned, and supportive of the program's goals and implementation timeline. Effective communication builds trust, manages expectations, and increases the likelihood of successful adoption and utilization of the MRU.

1. INTERNAL COMMUNICATION

City Leadership and Departments: Early and frequent briefings with city leadership, Police, Fire/EMS, 911 Dispatch, and other relevant departments are critical. These meetings should clearly outline the purpose of the MRU, how it will operate, and how responsibilities will shift or be shared.

Staff Training and Engagement: Front line staff, including dispatchers and police officers, need to understand the scope and limits of the MRU, referral criteria, and protocols. Internal FAQs, orientation sessions, and scenario-based training can aid in consistent messaging and cooperation.

Develop program policies and procedures that are reviewed by the law department to ensure compliance to all ordinances and laws.





2. COMMUNITY AWARENESS

Public Information Campaigns: Prior to launch, initiate a targeted public education effort using a combination of media: press releases, social media, informational flyers, and local news coverage. The goal is to inform residents about what the MRU is, what types of calls it will respond to, and how it benefits the community.

Community Forums: Host public meetings or virtual town halls to gather input, address concerns, and reinforce transparency. This two-way dialogue can foster community trust and help tailor messaging to different audiences.

3. PARTNERSHIP COMMUNICATION

Nonprofits and Referral Partners: Engage with community-based organizations early in the process to ensure alignment around referral pathways, shared goals, and expectations. Clear communication protocols should be developed to guide coordination and feedback loops.

4. ONGOING COMMUNICATION AND FEEDBACK

Launch Announcement: Plan a formal launch announcement or press conference, including key stakeholders and media, to mark the start of operations and reinforce community investment.

Evaluation and Updates: Regular updates post-launch—via newsletters, dashboards, or community briefings—should report progress, challenges, and success stories. Feedback mechanisms, such as surveys or stakeholder check-ins, should be built into the communication cycle for continuous improvement.

SECTION V Evaluation

The City is currently working with a consultant on a very robust evaluation of the MRU program. This evaluation is broken down into phases and will help the City to perfect the work and see where changes are necessary.

MRU EVALUATION FRAMEWORK SUMMARY

The Mediation Response Unit (MRU), based on Transformative Community Mediation principles, represents a unique model of

community response aimed at constructive conflict transformation. As the program moves beyond its pilot stage, a comprehensive evaluation process is being implemented to assess its impact, guide improvement, and support replication.

PHASE I: EVALUATION PLANNING AND STAKEHOLDER ENGAGEMENT

Deliverables:

- Stakeholder Assessment & Engagement Plan
- Overarching Evaluation Questions

PHASE II: PROGRAM CONTEXT AND FOUNDATIONS

Deliverables:

- ▶ Background and Context Narrative
- ▶ Sector Analysis
- ▶ Theory of Change
- ▶ Logical Framework

PHASE III: EVALUATION DESIGN AND METHODOLOGY

Deliverables:

- ▶ Work Plan
- ▶ Key Evaluation Questions
- ▶ Inception Report

PHASE IV: DATA COLLECTION

Deliverables:

- ▶ Primary Data (surveys, interviews)
- ▶ Secondary Data (internal records, public data)

PHASE V: ANALYSIS AND TRIANGULATION

Data will be analyzed using coding tools (e.g., NVivo) and triangulated across methods to enhance validity. The Evaluation Team and Advisory Group will reflect on the findings and finalize conclusions collaboratively.

Deliverables:

- ▶ Preliminary Findings Report
- ▶ Final Evaluation Report (multiple formats)

PHASE VI: REPORTING AND DISSEMINATION

Deliverables:

- ▶ Monitoring Plan
- ▶ Dissemination Plan
- ▶ Final Evaluation Report



SECTION VI

Conclusion

Changing the way the City of Dayton responds to certain 911 calls has been a transformative and far-reaching effort—one that demanded thoughtful changes to policy, procedures, and the very culture of emergency response.

The City takes great pride in what has been accomplished and looks forward to the evaluation process highlighting the positive impacts this initiative has had on the community. Already, Mediation Response Unit Responders are witnessing the difference firsthand through daily interactions and ongoing, positive feedback from residents.

It is the City of Dayton's sincere hope that our experience offers a practical and inspiring road map for other government entities. By sharing what we've learned, we aim to support others in building effective, community-centered alternatives that ensure the right response to every 911 call.



APPENDIX Training



TRAINING TITLE	DESCRIPTION
Basic ISCT Training	This 20-hour training is a basic introduction to the theory & practice of mediation from the Transformative framework.
Basic ISCT Training	Transformative Mediation is founded on the belief that people can solve their own problems, and that conflict causes people to become defensive and self-protective. The job of the Mediator is then to restore constructive interaction.
Basic ISCT Training	The training begins with Transformative Conflict Theory & its two core concepts of Empowerment and Recognition. According to these concepts, it is the Mediator's job to remain impartial and to create an environment where people feel more confident, calm, and willing to be open in the conversation.
Motivational Interviewing	This evidence-based in-person training focuses on creating a collaborative, goal-oriented dialogue with an individual to help increase their readiness for positive change.
Implicit Bias	This training introduces Responders to definitions and concepts centered on diversity, equity and inclusion as well as an overview of implicit and explicit biases. Responders learn the impact of bias in addition to providing actionable steps for minimizing its influence on personal and professional interactions.
New Hire Meet n' Greet History of DMC & MRU	Responders meet with Dayton Mediation Center Staff This training gives staff a historical context for their jobs, discusses the purpose of the Dayton Mediation Center and the Mediation Response Unit, and how they fit within the larger city government and culture.
Criminal Justice Information System Training	This is an online training provided by Dayton Police Department on utilizing sensitive law enforcement information to identify risks, assess for safety and respond effectively to those who may have prior involvement with the criminal justice system.
Call Observations	New responders listen in on MRU morning meeting & observe responders working in office.
Basic ISCT Training	This training includes hands-on practice, shadowing mediations by senior Center staff, and a video recording completing a mediation. Responders are required to observe a minimum of two of each type of mediations before they can begin co-mediating. Responders are required to complete this training within eighteen months of hire.
MRU Ride Along	New staff observe existing staff responding to calls in the field, including utilizing the computer systems, radios, and interacting with community members.
Race, Class & Gender Simulation	This workshop uses experiential activities to bring about learning opportunities. Participants journey through interactive activities, small group discussions and deep dialogue to understand the impact and intersections of race, class and gender. Participants gain an understanding of social inequality as experienced by members of multiple social groups, and/or their intersection, at the individual, group and structural level.
Observe Eviction Court Mediations	Responders observe as a Master Mediator supports landlords and tenants as they work towards reaching an agreement, in collaboration with the Montgomery County Eviction Court.
Shadow Regional Dispatch Center	Responders observe the regional dispatch which includes dispatchers and call takers to learn more about how calls are received, handled and dispatched in the field.
MRU Ride Along	New staff observe existing staff responding to calls in the field, including utilizing the computer systems, radios, and interacting with community members.
Radio Operations	This training acquaints responders with the basic features of a portable radio and provides them with knowledge of specific techniques as it applies to the field.
MRU Ride Along	New staff observe existing staff responding to calls in the field, including utilizing the computer systems, radios, and interacting with community members.
East Pod Ride Along	Responders ride along with Dayton Police to gain first-hand experience of what it is like to be out in the field.

TRAINING TITLE	DESCRIPTION
West Pod Ride Along	Responders ride along with Dayton Police to gain first-hand experience of what it is like to be out in the field.
New Hire Orientation	This training provides Responders with an overview of the City's departments as well as policies and procedures. This is a mandatory training for all new hires and is required by the City of Dayton.
Basic ISCT Training	Empowerment & Recognition in practice: <ul style="list-style-type: none"> · Identifying opportunities · Avoiding the directive impulse · Crafting supportive responses
MRU Ride Along	New staff observe existing staff responding to calls in the field, including utilizing the computer systems, radios, and interacting with community members.
Observe Small Claims Court	Responders observe as a Master Mediator supports parties as they work towards reaching an agreement, in collaboration with the Montgomery County Small Claims Court.
City of Dayton Performance Evaluation/Goal Setting	Responders set benchmarks in order to keep their personal goals at the forefront, and as a way to develop a system for providing constructive feedback moving forward.
Responding to Addiction Training	This training is a shortened version of <i>en Compass, A Comprehensive Training</i> on navigating addiction. It provides an accurate overview of addiction, dispelling common myths and reducing stigma.
Sharpening Our Trauma Lens	This training unpacks ten myths and misperceptions about trauma and trauma recovery. Participants gain knowledge and skills to effectively understand trauma histories and plan effective supports and interventions. Participants break into small groups to discuss ways helping professionals can aid others in understanding how to navigate these myths.
Trauma 101: Creating a Shift in Thinking	This training is a combination of <i>Understanding Trauma, Resilience and Trauma-Informed Approaches</i> and <i>The Basics of a Trauma Informed Approach in a School/Youth Setting</i> . As well as providing a foundational overview and awareness of trauma, this training focuses on practical ways to affect a shift in thinking from "what's wrong with you" to "what happened to you," helping to create a sustainable trauma informed approach to all people. Some of the practical strategies discussed include the causes of behavior, how trauma affects brain development, skills that increase & decrease in a crisis, and the importance of teaching Distress Tolerance Skills.
Community Ride Along with Community Engagement	Responders tour the City of Dayton led by the Community Engagement division as an introduction to prominent figures, and local assets.
MRU Phone Set-Up	Responders are assigned their own cell phone for the job, and then added to all the groups and apps used by the Mediation Response Unit.
MRU Ride Along	New staff observe existing staff responding to calls in the field, including utilizing the computer systems, radios, and interacting with community members.
Mobile Data Terminal Training	Responders are trained on how to use the MDT, the police computer system, housed in each response vehicle.
MRU Ride Along	New staff observe existing staff responding to calls in the field, including utilizing the computer systems, radios, and interacting with community members.
Motivational Interviewing	This evidence-based in-person training focuses on creating a collaborative, goal-oriented dialogue with an individual to help increase their readiness for positive change.
Basic ISCT Training	Responders practice mediation with scenario-based role play, and debrief themselves and their colleagues.
Deepen Your Resilience with Social Resilience Model	The Social Resilience Model is a neurobiologically oriented set of skills designed to teach practical ways to stabilize the human nervous system, build resilience, and reduce and/or prevent the symptoms of stress, distress, and trauma.
Shadow Regional Dispatch Center	Responders observe the regional dispatch which includes dispatchers and call takers to learn more about how calls are received, handled and dispatched in the field.
FileMaker Pro Training	Responders learn aspects of collecting and entering data related to call taking, field response, follow up, and case management.

TRAINING TITLE	DESCRIPTION
MRU Ride Along	New staff observe existing staff responding to calls in the field, including utilizing the computer systems, radios, and interacting with community members. Tour of community partners Responders tour community partners such as House of Bread, YWCA, homeless shelters, and City Hall
MRU Ride Along	New responders follow along with a Level 2 Mediation Response Specialist.
MRU Ride Along	New responders are given a list of every type of call that MRU accepts. New responders must experience all of these before they are able to officially step into the role.
Situational Awareness Training [morning]	Situational Awareness Training teaches responders how to act during an emergency. They are trained in how to: assess situations, communicate with colleagues and report potential risks to supervisors. This is a crucial function to daily duties as an MRU Responder.
Situational Awareness Training [afternoon]	SLAM: Stop, Look, Assess, Manage
Dayton Fire Department Ride Along	Responders shadow the Dayton Fire Department by spending time at the fire house and riding in the ambulance.
Welcome Dayton! Presentation + Conversation	Responders meet with the staff of the City of Dayton <i>Welcome Dayton!</i> program to learn about the various immigrant and refugee populations in the City.
Practice Groups	A coached mediation practice group, where participants have the opportunity to play both mediator & party.
CPR Certification	This classroom training is done by the Dayton Fire Department and teaches Responders to recognize and respond appropriately to cardiac, breathing and first aid emergencies to know to give immediate care to a suddenly injured or ill person until more advanced medical personnel arrive or take over.
Housing Inspection Ride Along	Responders gain a deeper understanding of the environment and population of the different areas around the City of Dayton. Housing Inspection pays close attention to homes with squatters, as well as trash pile ups, which are two areas which overlap with MRU territory.
Montgomery County Juvenile Court Mediation	In partnership with the Montgomery County Juvenile Court, the Juvenile Diversion Program helps young people, and their families address their charges through mediation so that their record remains clear and provides them with an opportunity to learn conflict management. Here, responders act as mediators in conflict conversations, utilizing the Transformative Model.
Practice Groups	A coached mediation practice group, where participants have the opportunity to play both mediator & party.
Defensive Tactics	Responders are provided with intensive, reality-based, hands-on-training designed to prepare them to effectively handle all levels of resistance that can be used if needed in the field.
Practice Groups	A coached mediation practice group, where participants have the opportunity to play both mediator & party.
Responding Effectively to Conflict (REC) Training	The REC training is a popular offering provided by the DMC to local businesses and organizations. In this workshop participants will examine the nature of their conflict interactions, explore how and why things spiral into high conflict, and practice skills to manage these conversations constructively.
Virtual Simulations	After a long break, Responders are given a virtual reinforcement of Situational Awareness practices. Responders drill in how to address cautions during a call. Such as: body placement & keeping eyes on one another.
Spanish Lessons	Responders learn Spanish, to easily facilitate conversations in the field.
Mental Health First Aid	This workshop teaches how to identify, understand and respond to signs of mental illness and substance use disorders. Responders learn the skills needed to reach out and provide initial support to someone who may be developing a mental health or substance use problem & help connect them to appropriate care.
ASIST Applied Suicide Intervention Skills	This evidence based, two-day face-to-face workshop features powerful audiovisuals, discussions, and simulations. Widely used by professionals and the general public, it teaches a six-task suicide first-aid model and includes extensive opportunities for skills practice through trainer facilitated workshops.
ASIST Applied Suicide Intervention Skills	Studies show that ASIST participants gain: <ul style="list-style-type: none"> • Knowledge about suicide • Skills to reach out • Confidence to help save a life

JOB DESCRIPTIONS

Mediation Response Specialist I

City of Dayton
Mediation Response Specialist I

Grade:	P15	Class Code:	7212
FLSA:	Exempt	Status:	Classified
Department(s):	Planning, Neighborhoods & Development		
Division(s):	Mediation Center		
Reports To:	Mediation Coordinator		
Created:	9/23/21		
Revised:	9/19/24		
Prepared By:	Tracy Williams, Human Resources Supervisor		
Approved By:	Kenneth R. Couch, Director of Human Resources		

Tracy L. Williams,
HR Supervisor City
of Dayton
Digitally signed by Tracy L.
Williams, HR Supervisor City of
Dayton
Date: 2024.10.22 15:22:00 -0400

TW for Kenneth R.
Couch, Director of HR
Digitally signed by TW for
Kenneth R. Couch, Director of HR
Date: 2024.10.22 15:21:37 -0400

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty and responsibility satisfactorily. The requirements listed herein are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Purpose

This position is the primary contact for customers interested in mediation/conflict intervention services at the Dayton Mediation Center. The Mediation Response Specialist I work with the Mediation Responder Program (MRP), a community first response program for conflict-related 911 calls and minor disputes, either by telephone or in-person. The incumbent will work closely and foster and build relationships with community stakeholders (including Police, Fire EMS, Dispatch and Community Members, and social service agencies). The successful applicant will be a part of a high-functioning team capable that provides conflict intervention services to City of Dayton community members experiencing conflict.

Essential Duties and Responsibilities

1. The Mediation Response Specialist I provide the public and community via telephone, walk-in, public presentations, etc., with conflict intervention support, conflict coaching, mediation and identify resources, to help potential clients constructively improve their conflict situation. This position is the primary contact for customers interested in mediation/conflict intervention services. The incumbent performs intake and case management services and works with customers to increase their awareness and understanding of the mediation process and/or other conflict resolution services offered by the Dayton Mediation Center.
2. The incumbent provides case management services, develops new referral sources, conducts mediation and trainings, provides organizational conflict/team building consultation services, and collaborates in strategic planning and team building initiatives with Dayton Mediation Center colleagues. The incumbent will prepare reports and compile other data as assigned.
3. The incumbent may work independently or in a team to complete all aspects of case management in a timely manner. The incumbent communicates with customers by telephone, regular mail, electronic mail, or in person to understand their situation, explain the mediation process and offer the appropriate conflict intervention process which may be applicable, and assist customers in determining what conflict intervention process is appropriate for their situation and engage in field response, case management, or mediation follow-up. The incumbent also performs other duties as assigned by the Mediation Responder Coordinator and/or the Mediation Response Supervisor
4. The Mediation Response Specialist I is responsible for knowing the relevant community referral sources which may help customers. All work activities of the incumbent are designed to help increase customer awareness, understanding, and use of mediation or other conflict intervention processes and services offered by the Dayton Mediation Center. The incumbent is responsible for entering data into Dayton Mediation Center databases in a timely manner, scheduling mediations/conflict intervention services, and scheduling volunteer mediators to conduct mediations. The incumbent will be expected to personally supervise mediations, including Saturday and weekday evenings. The Mediation Response Specialist I foster relationships with community members, courts, and other agencies to maintain existing programs as well as to create and expand mediation services, developing innovative training for volunteers and the public, and conducts research to further the goals of the Center.

Mediation Response Specialist I – Page 2 of 4**Core Competencies**

To perform the job successfully, an individual should demonstrate the following competencies. All employees are held to these Core Competencies:

1. **Job Knowledge**
 - Competently applies functional and technical knowledge and skills to do the job at a high level of accomplishment.
 - Performs responsibilities with integrity and ethically, keeps commitments, and upholds organizational values.
 - Keeps confidences, admits mistakes, and presents the truth in an appropriate and supportive manner.
 - Makes sound decisions on difficult issues; exhibits a willingness to make decisions, supports and explains reasons for decisions, and includes the appropriate people in the decision-making process.
2. **Conflict Resolution**
 - Embraces positive conflict and treats others with respect and dignity.
 - Facilitates the development of creative solutions to conflict.
3. **Customer Focus**
 - Produces work and services that consistently meet or exceed the standards and expectations of internal and external customers.
 - Consistently demonstrates City Customer Service - Core Values
 - Stays up to date on information and trends that impact the customer.

Customer Service - Core Values

Our core values are the standard by which we conduct ourselves and our interactions with our citizens.

All employees are held to these Customer Service - Core Values:

1. **Courteous & Professional** - "I demonstrate courtesy and professionalism in all customer interactions."
 - Greet customers in email, phone, and in person in a professional manner, with a positive, helpful attitude.
 - Listen attentively and with empathy, respecting the customers' point of view; listen and speak to the customer in a professional manner (do not interrupt, be patient – even if their facts are wrong – let them finish speaking). When working with a customer, focus on them.
 - Maintain a professional behavior, focusing on the customers' question or issue, not their personality.
2. **Accountability/Ownership** - "I help customers understand how to resolve their issues."
 - Quickly acknowledge service request has been received and follow-through and follow-up in a timely manner.
 - Deliver as promised, asking for help from co-workers and supervisors as needed.
 - Do not mislead customers about what can be done. Give clear and truthful responses, even when you can't give customers what they are expecting.
 - Clearly and patiently describe the appropriate courses of action.
 - Improve service delivery by soliciting customer feedback throughout the process. Share feedback with co-workers and supervisors.
3. **Take Initiative** - "I am proactive in problem solving."
 - Adopt a problem-solving approach, rather than a "That's not my department/job," reaction.
 - Understand the organization and other departments' services in order to anticipate customers' questions, concerns, and needs. Be prepared to respond with possible solutions.
 - Ask questions to get at the root of the issue (such as checking the service address, has anything changed, etc.)
 - Share relevant information with the customer so they understand their choices and the possible outcomes of their choice.

Supervisor/Manager Competencies

The following competencies have been identified for employees who supervisor or manage others.

1. **Leadership**
 - Effectively influences actions and opinions of others.
 - Accepts feedback from others.
 - Gives appropriate recognition to others.
 - Inspires and motivates others to perform well.
2. **Planning, Organization, Delegation**
 - Prioritizes and plans work activities.

JOB DESCRIPTIONS

Mediation Response Specialist I

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- Uses time efficiently.
- Sets goals and objectives.
- Organizes or schedules other people and their tasks.

Variable Competencies

The following competencies have been identified as relevant to the job the employee performs.

1. **Professionalism**
 - Approaches others in tactful manner.
 - Reacts well under pressure.
 - Treats others with respect and consideration.
 - Accepts responsibility for own actions.
 - Follows through on commitments.
2. **Teamwork**
 - Exhibits objectivity and openness to others' views.
 - Gives and welcomes constructive feedback.
 - Contributes to building a cohesive team through trust and mutual respect.
3. **Adaptability**
 - Adapts to changes in the work environment.
 - Manages competing demands.
 - Changes approach or method to best fit the situation.
 - Able to deal with frequent change, delays, or unexpected events.

Physical Demands

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.

While performing the duties of this job, the employee is frequently required to stand; walk; sit; talk or hear. The employee must frequently lift and/or move up to 10 pounds.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently both outdoors and indoors as dictated by the call for service. The environment can range from, but isn't limited to, the office, homes, places of business and potentially in both fair and inclement weather. The noise level in the work environment is typically low, but could occasionally be elevated pending the call for service.

Education/Experience

Associate's degree in Conflict Management closely related field and at least three years' experience in mediation/conflict intervention, crisis management or social service case management. Must receive Certified Transformative Mediator™ certification by the Institute for the Study of Conflict Transformation, Inc. or "Master Mediator" certification from Dayton Mediation Center within 12 months of employment.

Certification by Institute for the Study of Conflict Transformation, Inc. as a Certified Transformative Mediator or certification from Dayton Mediation Center as a "Master Mediator" may be substituted for one (1) year of the above required experience.

Certificates, Licenses, Registrations

Must have a valid driver's license at time of appointment and maintain thereafter as a term and condition of continued employment.

Must have Certified Transformative Mediator or "Master Mediator" certification within one (1) year of employment and maintain thereafter as a term and condition of continued employment.

Mediation Response Specialist I – Page 4 of 4

The class specification which appears above is intended to be sufficient merely to identify the class and be illustrative of the kinds of duties that may be assigned to positions allocated to the class and should not be interpreted to describe all of the duties employees of this classification may be required to perform.

Effective July 15, 2019, the City of Dayton adopted the Tobacco and Nicotine Free Hiring Policy (HR 1.03). Applicants offered employment with the City will be required to pass a nicotine screening. Newly hired employees must remain tobacco and nicotine free as a condition of continued employment.

Employee signature below constitutes understanding of the requirements, essential functions and duties of the position.

Employee signature: _____ Date: _____

JOB DESCRIPTIONS

Mediation Response Specialist II

City of Dayton
Mediation Response Specialist II

Grade:	P18	Class Code:	7210
FLSA:	Exempt	Status:	Classified
Department(s):	Planning, Neighborhoods & Development		
Division(s):	Mediation Center		
Reports To:	Mediation Responder Coordinator		
Created:	9/23/21		
Revised:	9/19/24		

Prepared By: Tracy Williams, Human Resources Supervisor

Approved By: Kenneth R. Couch, Director of Human Resources

Tracy L. Williams, HR
Supervisor City of
Dayton
Digitally signed by Tracy L.
Williams, HR Supervisor City of
Dayton
Date: 2024.10.22 15:16:40 -0400

TW for Kenneth R.
Couch, Director of HR
Digitally signed by TW for
Kenneth R. Couch, Director of HR
Date: 2024.10.22 15:16:13 -0400

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty and responsibility satisfactorily. The requirements listed herein are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Purpose

This position is the primary contact for individuals interested in mediation/conflict intervention services at the Dayton Mediation Center. The Mediation Response Specialist II is a part of the Mediation Responder Program (MRP), a community first response program for conflict-related 911 calls and minor disputes, either in-person or by telephone. The Mediation Response Specialist II operates with varying degrees of autonomy with the potential of providing more intensive case management follow-up to individuals interacting with the Mediation Responder Program. The successful applicant will be a part of a high-functioning team capable of providing conflict intervention services to City of Dayton community members experiencing conflict.

Supervisory Responsibilities

The Mediation Response Specialist II provides MRP training support to MRP employees and volunteers at the Mediation Center. The incumbent carries out assigned supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities may include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems. The incumbent must maintain a thorough knowledge of administrative policies and procedures, standard operating guidelines/procedures.

Essential Duties and Responsibilities

1. The Mediation Response Specialist II provides the public, and community via telephone, walk-in, public presentations, etc., with conflict intervention support, conflict coaching, mediation, and resources, to help potential clients improve their conflict situation. This position is the primary contact for customers interested in mediation/conflict intervention services. The incumbent performs intake services and works with individuals to increase their awareness and understanding of the mediation process and/or other conflict resolution services offered by the Center.
2. The incumbent provides case management services, develops new referral sources, conducts mediation and trainings, provides organizational conflict/team building consultation services, and collaborates in strategic planning and team building initiatives with Mediation Center colleagues. As a Certified Transformative Mediator™ or certified "Master Mediator," the incumbent serves as an expert mediator for complex and multi-party conflict situations. The incumbent will prepare reports and compile other data as assigned.
3. The incumbent may work independently or in a team to complete all aspects of case management in a timely manner. The incumbent communicates with individuals by telephone, regular mail, electronic mail, or in person to gather facts about their situation, explain the mediation process and other conflict resolution processes which may be applicable, assist individuals in determining if mediation is appropriate for their situation and engage in mediation or conflict resolution and case follow up. The incumbent also performs other duties as assigned by the Mediation Response Unit Coordinator and/or supervisor.
4. The Mediation Response Specialist II is responsible for knowing the relevant community referral sources which may provide assistance to customers. All work activities of the incumbent are designed to help increase customer awareness, understanding, and use of mediation or other conflict intervention

Mediation Response Specialist II – Page 2 of 4

processes and services offered by the Dayton Mediation Center.

5. The incumbent is responsible for entering data into the Dayton Mediation Center databases in a timely manner, scheduling mediations, and scheduling volunteer mediators to conduct mediations. The incumbent will be expected to personally supervise mediations or other services, including Saturday and weekday evenings.
6. The Mediation Response Specialist II fosters relationships with community members, courts, and other agencies to maintain existing programs as well as to create and expand mediation services, developing innovative training for volunteers and the public, and conducts research to further the goals of the Dayton Mediation Center.

Core Competencies

To perform the job successfully, an individual should demonstrate the following competencies. All employees are held to these Core Competencies:

1. **Job Knowledge**
 - Competently applies functional and technical knowledge and skills to do the job at a high level of accomplishment.
 - Performs responsibilities with integrity and ethically, keeps commitments, and upholds organizational values.
 - Keeps confidences, admits mistakes, and presents the truth in an appropriate and supportive manner.
 - Makes sound decisions on difficult issues; exhibits a willingness to make decisions, supports and explains reasons for decisions, and includes the appropriate people in the decision-making process.
2. **Innovation**
 - Displays original thinking and creativity.
 - Generates suggestions for improving work.
 - Develops innovative approaches and ideas.
3. **Customer Focus**
 - Produces work and services that consistently meet or exceed the standards and expectations of internal and external individuals.
 - Consistently demonstrates City Customer Service - Core Values
 - Stays up to date on information and trends that impact the customer.

Customer Service - Core Values

Our core values are the standard by which we conduct ourselves and our interactions with our citizens.

All employees are held to these Customer Service - Core Values:

1. **Courteous & Professional** - "I demonstrate courtesy and professionalism in all customer interactions."
 - Greet individuals in email, phone, and in person in a professional manner, with a positive, helpful attitude.
 - Listen attentively and with empathy, respecting the individuals' point of view; listen and speak to the customer in a professional manner (do not interrupt, be patient – even if their facts are wrong – let them finish speaking). When working with a customer, focus on them.
 - Maintain a professional behavior, focusing on the individuals' question or issue, not their personality.
2. **Accountability/Ownership** - "I help individuals understand how to resolve their issues."
 - Quickly acknowledge service request has been received and follow-through and follow-up in a timely manner.
 - Deliver as promised, asking for help from co-workers and supervisors as needed.
 - Do not mislead individuals about what can be done. Give clear and truthful responses, even when you can't give individuals what they are expecting.
 - Clearly and patiently describe the appropriate courses of action.
 - Improve service delivery by soliciting customer feedback throughout the process. Share feedback with co-workers and supervisors.
3. **Take Initiative** - "I am proactive in problem solving."
 - Adopt a problem-solving approach, rather than a "That's not my department/job," reaction.
 - Understand the organization and other departments' services to anticipate individuals' questions, concerns, and needs. Be prepared to respond with possible solutions.
 - Ask questions to get at the root of the issue (such as checking the service address, has anything

JOB DESCRIPTIONS

Mediation Response Specialist II**Mediation Response Specialist II – Page 3 of 4**

- changed, etc.)
- Share relevant information with the customer so they understand their choices and the possible outcomes of their choice.

Supervisor/Manager Competencies

The following competencies have been identified for employees who supervisor or manage others.

1. Leadership
 - Effectively influences actions and opinions of others.
 - Accepts feedback from others.
 - Gives appropriate recognition to others.
 - Inspires and motivates others to perform well.
2. Planning, Organization, Delegation
 - Prioritizes and plans work activities.
 - Uses time efficiently.
 - Sets goals and objectives.
 - Organizes or schedules other people and their tasks.

Variable Competencies

The following competencies have been identified as relevant to the job the employee performs.

1. Professionalism
 - Approaches others in a tactful manner.
 - Reacts well under pressure.
 - Treats others with respect and consideration.
 - Accepts responsibility for their own actions.
 - Follows through on commitments.
2. Teamwork
 - Exhibits objectivity and openness to others' views.
 - Gives and welcomes constructive feedback.
 - Contributes to building a cohesive team through trust and mutual respect.
3. Adaptability
 - Adapts to changes in the work environment.
 - Manages competing demands.
 - Changes approach or method to best fit the situation.
 - Able to deal with frequent change, delays, or unexpected events.

Physical Demands

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.

While performing the duties of this job, the employee is frequently required to stand; walk; sit; talk or hear. The employee must frequently lift and/or move up to 10 pounds.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently both outdoors and indoors as dictated by the call for service. The environment can range from, but isn't limited to; the office, homes, places of business and potentially in both fair and inclement weather. The noise level in the work environment is typically low but could occasionally be elevated pending the call for service.

Education/Experience

Bachelor's degree in Conflict Management, Criminal Justice or closely related field and 4 years crisis management, case management or mediation/conflict intervention. Must receive certification by the Institute for the Study of Conflict Transformation, Inc. as a Certified Transformative Mediator™ or certification from Dayton Mediation Center as a "Master Mediator" within 12 months of employment.

Mediation Response Specialist II – Page 4 of 4

OR

Master's degree in Conflict Management, Criminal Justice, or closely related field and at least 2 years of crisis management, social service case management or mediation/intervention experience preferred. Must receive certification by the Institute for the Study of Conflict Transformation, Inc. as a Certified Transformative Mediator™ or certification from Dayton Mediation Center as a "Master Mediator" within 12 months of employment.

Certification by Institute for the Study of Conflict Transformation, Inc. as a Certified Transformative Mediator™ or certification from Dayton Mediation Center as a "Master Mediator" may be substituted for one (1) year of the above required experience.

Certificates, Licenses, Registrations

Must have Certified Transformative Mediator™ or "Master Mediator" certification within one (1) year of employment and maintain thereafter as a term and condition of continued employment.

Must have a valid driver's license at time of appointment and maintain thereafter as a term and condition of continued employment.

The class specification which appears above is intended to be sufficient merely to identify the class and be illustrative of the kinds of duties that may be assigned to positions allocated to the class and should not be interpreted to describe all of the duties employees of this classification may be required to perform.

Effective July 15, 2019, the City of Dayton adopted the Tobacco and Nicotine Free Hiring Policy (HR 1.03). Applicants offered employment with the City will be required to pass a nicotine screening. Newly hired employees must remain tobacco and nicotine free as a condition of continued employment.

Employee signature below constitutes understanding of the requirements, essential functions and duties of the position.

Employee signature: _____ Date: _____

JOB DESCRIPTIONS

Mediation Response Coordinator

City of Dayton
Mediation Response Coordinator

Grade:	P24	Class Code:	7211
FLSA:	Exempt	Status:	Classified
Department(s):	Planning, Neighborhoods & Development		
Division(s):	Mediation Center		
Reports To:	Dayton Mediation Center Division Manager		
Created:	9/23/21		
Revised:	11/17/21; 9/19/24		

Tracy L. Williams, HR
Supervisor City of Dayton
Digitally signed by Tracy L. Williams,
HR Supervisor City of Dayton
Date: 2024.10.22 15:12:09 -04'00'

Prepared By: Tracy Williams, Human Resources Supervisor

Approved By: Kenneth R. Couch, Director of Human Resources

TW for Kenneth R.
Couch, Director of HR
Digitally signed by TW for
Kenneth R. Couch, Director of HR
Date: 2024.10.22 15:11:40 -04'00'

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty and responsibility satisfactorily. The requirements listed herein are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Purpose

The Mediation Response Coordinator administers and manages the Dayton Mediation Center's Mediation Response Program (MRP), a community first response program for appropriate conflict-related 911 calls and minor disputes, either by telephone or in-person. The Mediation Response Coordinator operates with varying degrees of autonomy in managing the operations of the MRP and in accordance with City policies and procedures. The incumbent will develop the scope of the MRP, build relationships with stakeholders (including Police, Fire EMS, Dispatch, community members, and social service agencies) and train and manage staff to ensure outreach/education and delivery of the most appropriate conflict intervention services and connection to appropriate social service agencies are provided. The successful applicant will mobilize and manage a high-functioning team capable of providing conflict intervention services to City of Dayton community members experiencing conflict.

Supervisory Responsibilities

The incumbent carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems. The incumbent must maintain a thorough knowledge of administrative policies and standard operating guidelines, and procedures. The incumbent must also update procedures and protocols as experience warrants.

Essential Duties and Responsibilities

The Mediation Response Coordinator must:

1. Report to the Manager of the Division of Mediation and receive direction from that office. The Mediation Response Coordinator operates with varying degrees of autonomy in managing the operations of the MRP and in accordance with City policies and procedures.
2. Administer the Mediation Response Program including personnel administration, development and management of an annual budget, management of grants and contracts, and purchasing. While ensuring employees and consultants are delivering prompt high quality customer service through the proper program and case management offered by the Mediation Center programs and services administered.
3. Ability to supervise by establishing priorities, assigning work, and motivating staff, evaluating job performance, coaching, counseling, disciplining, and creating a team-centered, service-oriented, high quality work environment. Ensure that designated employees provide quality program and case management services, and outreach/education activities for all Mediation Center programs including ensuring that the Mediation Center recruits and retains a substantial pool of well-trained volunteer mediators who reflect the demographic, social, cultural, and economic diversity of the City.
4. The incumbent is responsible for developing and conducting appropriate training for internal and external clients. In addition, associated responsibilities include development of position descriptions, performance

Mediation Response Coordinator Page 2 of 4

evaluations, corrective disciplinary actions (including dismissal if necessary), as well as supporting all Mediation Center programming, volunteer recognition and fundraising events, and outreach/educational events that will promote and raise awareness of Mediation Center services among City of Dayton community members.

5. Supervise a minimum of 3 employees/contractors who provide field response to conflict-related 911 calls, program, and mediation case management services for MRP referrals, assessment and identification of the appropriate conflict intervention service(s) per referral, performing mediation/conflict intervention services, conducting outreach/education activities, and other assigned duties appropriate for successful delivery of the program.
6. Provide specialized training or technical assistance in a variety of conflict intervention processes including mediation, conflict management skills training for individuals, groups, teams, and organizations, conflict coaching, and facilitation/dialogue. Act as an expert mediator/conflict intervention specialist for complex, multi-party or difficult conflict situations; and promote awareness and use of mediation and the range of Mediation Center conflict intervention services through presentations and other public relations techniques within the city of Dayton community.
7. Be accountable for overall oversight and quality control for all MRP services. The incumbent maintains program evaluation including on-going statistical information, documenting case outcomes, tracking relevant program information and data, analyzing and monitoring data to detect trends and identify opportunities to improve the delivery of high quality MRP services. The incumbent will provide on-going reports, analyses and recommendations to the Division Manager and City of Dayton city manager's office.
8. Facilitate community-based programs with other community resources and services specific to conflict management systems; design program management planning, implementation, monitoring of conflict intervention programs and policy, and develop and maintain program standards, and delivery of high-quality customer service for internal and external clients and stakeholders.
9. Be able to work a flexible work schedule to meet the needs of the Mediation Response Program. Respond to crisis related calls for service and have the ability to utilize conflict management and communication to ensure services are provided and relationships maintained between clients and stakeholders.
10. Have the ability to work in an agile and fast-paced environment, including the ability to speak effectively to the public, portray a professional and positive image and work effectively in a team environment, and maintain a positive and constructive attitude utilizing conflict management skills while handling a variety of divergent work-related assignments.
11. Work with diverse populations of City residents and be familiar with social, cultural, economic, and ethnic, diversity, equity, and inclusion issues. The incumbent should be able to demonstrate competency in the Transformative approach to conflict intervention, mediation case management, and other conflict intervention processes including Responding Effectively to Conflict training, conflict management systems design, conflict coaching, facilitation/dialogue processes, restorative justice philosophy, organizational and team development, and act as an expert to provide conflict intervention consultation for organizations and teams.
12. Stay informed about developments in the international field of Conflict Management, including new areas of theory development and practice associated with the Institute for the Study of Conflict Transformation, Inc. This is accomplished by engaging in relationship-building and networking with similar conflict resolution, restorative justice, peacebuilding and violence-reduction programs in the state of Ohio, the United States, and internationally, in order to stay informed about related issues such as policy, legislation and funding opportunities. Also stay informed about developments in the field of Alternatives to Police response.
13. Demonstrate ability to work closely with City of Dayton Departments, including the Dayton Police, Dayton Fire, and the Montgomery County Regional Dispatch Center. The position requires a high degree of relationship-building, effective communication, and use of conflict management skills, cross-training, and coordination among multiple and diverse agencies and organizations.

JOB DESCRIPTIONS

Mediation Response Coordinator**Mediation Response Coordinator Page 3 of 4**

14. Perform other duties as assigned by the Division Manager to include providing management and oversight of day-to-day operations of the Mediation Center budget management of grants and contracts in addition to seeking grants and other funding to develop new or expanded mediation services; providing training in mediation and related topics to volunteer mediators, City staff, or others.
15. Manage emotional stress in self, team members, and community members and clients, demonstrating understanding and sensitivity to principles of trauma-informed care for both primary and secondary trauma. Make appropriate referrals, recommend self-care routines, and be an example of seeking support in these areas.

Core Competencies

To perform the job successfully, an individual should demonstrate the following competencies. All employees are held to these Core Competencies:

1. **Job Knowledge**
 - Competently applies functional skills (including team management and stakeholder management) and technical knowledge and skills (including de-escalation, mediation, and conflict coaching) to do the job at a high level of accomplishment.
 - Performs responsibilities with integrity and ethically, keeps commitments, and upholds organizational values.
 - Keeps confidences, admits mistakes, and presents the truth in an appropriate and supportive manner.
 - Makes sound decisions on difficult issues; exhibits a willingness to make decisions, supports and explains reasons for decisions, and includes the appropriate people in the decision-making process.
2. **Quality and Quantity of Work**
 - Consistently produces thorough, timely and accurate work and takes initiative to seek out improvements for quality sake without being told.
 - Monitors own work to maintain a high level of quality while meeting productivity standards.
 - Consistently practices and promotes safety as part of performing the job.
 - Completes work in a timely manner and continually strives to increase productivity.
3. **Customer Impact**
 - Produces work and services that consistently meet or exceed the standards and expectations of internal and external customers.
 - Consistently demonstrates City Customer Service - Core Values (below)
 - Stays up to date on information and trends that impact the customer.

Customer Service - Core Values

Our core values are the standard by which we conduct ourselves and our interactions with our citizens.

All employees are held to these Customer Service - Core Values:

1. **Business Acumen**
2. **Customer Focus**
3. **Integrity and Trust**

Supervisor/Manager Competencies

The following competencies have been identified for employees who supervisor or manage others.

1. **Leadership**
 - Effectively influences actions and opinions of others.
 - Accepts feedback from others.
 - Gives appropriate recognition to others.
 - Inspires and motivates others to perform well.
2. **Planning, Organization, Delegation**
 - Prioritizes and plans work activities.
 - Uses time efficiently.
 - Sets goals and objectives.
 - Organizes or schedules other people and their tasks.

Mediation Response Coordinator Page 4 of 4**Variable Competencies**

The following competencies have been identified as relevant to the job the employee performs.

1. Organizational/Political Sensitivity
2. Problem Analysis/Reasoning
3. Adaptability

Physical Demands

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.

While performing the duties of this job, the employee is frequently required to stand; walk; sit; talk or hear. The employee must frequently lift and/or move up to 20 pounds. Must be licensed and able to drive a vehicle. Ideally, physically able to take a self-defense class.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is both indoors and outdoors. The noise level in the work environment is low to medium at most times, but occasionally may be high.

Education/Experience

Bachelor's degree required in Conflict Management, Criminal Justice, or closely related field with at least three (3) years supervisory experience in crisis management, case management or mediation, or volunteer management. Master's degree or equivalent experience preferred in Conflict Management, Public Administration, Criminal Justice, or closely related field and certification by the Institute for the Study of Conflict Transformation, Inc., or certification from Dayton Mediation Center as a "Master Mediator" within twelve months from hire.

Certificates, Licenses, Registrations

Certification as a Certified Transformative Mediator™, or certification as a Master Mediator the Dayton Mediation Center is preferred.

Candidates will be given twelve months to complete the Institute for the Study of Conflict Transformation certification within one (1) year of employment and maintain thereafter as a term and condition of continued employment.

Must obtain through the City of Dayton a basic mental health and First Aid for Adult/Child Cardiopulmonary Resuscitation (CPR) with Automated External Defibrillator (AED) certification within six (6) months of employment and maintain thereafter as a term and condition of continued employment.

Must have a valid driver's license at time of appointment and maintain as a condition of employment.

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The class specification which appears above is intended to be sufficient merely to identify the class and be illustrative of the kinds of duties that may be assigned to positions allocated to the class and should not be interpreted to describe all of the duties employees of this classification may be required to perform.

Employee signature below constitutes understanding of the requirements, essential functions and duties of the position.

Employee signature: _____ Date: _____



Dayton
Mediation
Center

Conflict Intervention Services



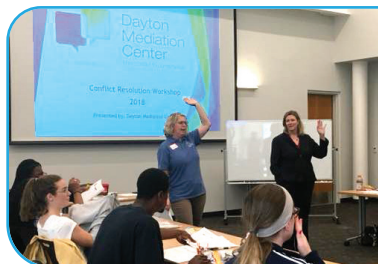
MEDIATION

Mediation provides an informal, conflict intervention process. A mediator supports participants to create a constructive environment that allows them to talk with each other to express their concerns, to listen, and to make decisions about their situation. A mediator can help participants hear each other in a different way than may have been possible without mediation. Mediation can be conducted between neighbors, youth, youth and parents, landlords and tenants, visitation-parenting issues, family issues, divorce/dissolutions, elder care/care-giving concerns and small-claims issues.



CONFLICT COACHING

Managing personal and organizational conflicts can be a challenging experience. Conflict Coaching provides individualized, private and confidential, one-on-one sessions. Conflict coaching is designed to provide short-term intervention support in order to explore a situation and develop optional pathways to reach a productive engagement among individuals or groups in conflict.



TRAINING

The Center's conflict intervention professionals provide conflict competency training to assist organizations, citizen groups, businesses and schools. The goal of conflict management training is to help participants understand the nature of conflict and how to effectively deal with conflict when it arises. The Center offers a one-day training session: Responding Effectively to Conflict. The program helps individuals develop their own interpersonal skills to strengthen their confidence in handling challenging and difficult situations at home, work, school and in the community. The Center also conducts youth and adult peer mediation training.



FACILITATION

The Center works with organizations, citizen's groups, communities, businesses and other interested parties, who are faced with making major decisions or need assistance exploring ideas and options in order to address complex problems. The Center's facilitators support small and large group discussions that seek to support the development of humanizing, empathetic understanding through facilitated conversations. Facilitators work with parties to explore and to brainstorm, clarify concerns, build understanding and create a connection, in order to support greater clarity and understanding that supports and enhances both short- and long-term decision-making.



TEAM BUILDING

Organizations often encounter difficulties with communicating effectively and productively. Our team building process is designed to support constructive interaction through the facilitation of critical conversations among team members. This process allows participants to identify and address issues that challenge individuals, small groups or the entire team. The process supports and guides difficult conversations that might not happen without facilitation.

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daytonmediationcenter.org

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