



**CAPE MEDIATION**  
**MEDIATION CASE COORDINATOR**  
Posted 1/13/2026

We are seeking a Case Coordinator for our court-connected Mediation Program. The Coordinator is responsible for case management including screening, explaining the mediation process and principles, answering questions, assessing appropriateness of the case, scheduling and managing sessions. This position is hybrid and requires administrative work, appearing in-person in court each week, and performance of other duties as-needed.

**About Cape Mediation**

Cape Cod Dispute Resolution Center, Inc., d/b/a Cape Mediation, is non-profit organization that is a leader in Alternate Dispute Resolution (ADR) services and skills training. We serve communities on Cape Cod with high-quality affordable services and training.

**Requirements:**

- Successful completion of at least a 30-hour Massachusetts Basic Mediation Skills Training
- At least three years of mediation experience
- Perform remote administrative tasks
- Strong verbal and written communication skills
- Proficiency in Microsoft Word, Zoom, Adobe Reader, Adobe Sign or equivalent, and cloud-based record keeping
- Adherence to the qualification standards of Cape Mediation and the Massachusetts Uniform Rules on Dispute Resolution
- Ability to work flexible hours according to court and participant needs
- Excellent organizational and time-management skills
- Ability to collaborate with volunteers and staff
- Excellent Problem-solving skills

**Preferred Qualifications**

- 1-3 years of experience in case coordination, small claims, summary process and/or program administration
- Experience with Data Entry
- Experience in running hybrid workshops and meetings
- Bachelors Degree or higher

**Duties**

- Review and screen cases
- Facilitate, coordinate, schedule and supervise mediation sessions
- Prepare agreements, reports, and other documents as needed
- Actively participate in debriefs, workshops, staff meetings, continuing education, meetings with program funders and referring agencies, as required
- Report to and work in cooperation with the Executive Director to ensure program quality assurance and furtherance of the mission of the Center
- Maintain cloud-based records
- Supervise, schedule, assign, organize and direct volunteers
- Assist in developing, planning, coordinating and participating in skill-building programs
- Coordinate program outreach
- Perform other related tasks and duties as required

**Job details**

- **Job type:** Part-time, hybrid averages 10-20 hours per week. Opportunity for full-time position available.
- **Schedule:** Monday to Friday
- **Compensation:** Commensurate with experience
- **Career Growth:** Potential for more hours, up to full-time.

**Apply Here:** If interested, please send resume and cover letter to [annetessier@capemediation.org](mailto:annetessier@capemediation.org).