



**Mediation Services: A Community Resource for Conflict Resolution. Inc.**  
**Job Posting: Caseworker/Mediator (permanent, full-time)**

*This permanent employment opportunity requires strong interpersonal skills and organization ability. Successful candidates must be a keen learner, compassionate, and patient when working with people who frequently have little knowledge of restorative processes. This person will work with individuals involved in the justice system and provide accountability, understanding and support in various ways while ensuring the appropriate Restorative Justice intervention.*

**Job Description:** Caseworker/Mediator

Full-Time (35 hours/week)

Proposed Start Date: May 2025

Salary Range: \$45,350-\$52,441 dependent on education and experience

Excellent benefit package including employee assistance program, matching RRSP, health, and dental.

**Requirements:**

- Demonstrated understanding and integration of restorative principles
- Strong communication skills: ability to initiate and manage difficult conversations, good telephone manner, strong one-on-one relational skills, able to deliver oral and written reports and updates clearly and concisely
- Knowledge of the effects of crime, trauma, grief, and loss
- Understanding of anti-oppression, trauma-informed and client-centred approaches
- Demonstrated ability to maintain confidentiality and build strong relationships with clients, volunteers and colleagues
- Ability to work well independently, integrate feedback, and work collaboratively as part of a team
- Organized, reliable, and open to learning
- Good computer skills, including Word, Excel, Outlook, etc.

**Assets:**

- Experience in mediation and other dispute resolution techniques
- Knowledge and experience in case management processes in the social services field, administration and documentation
- Knowledge of Manitoba's Restorative Justice Act
- Related / relevant post-secondary education
- Fluency in additional language(s)

*Applicants who do not fully satisfy all the essential requirements are encouraged to submit their applications for consideration regarding this position. We believe in the potential for diverse perspectives, skills, and experience to enrich our team and contribute to the organization's overall success.*

**Reporting:**

This position reports to the Restorative Justice Coordinator and works primarily with the RJ Diversion Program conducting intake, casework, and incident-based mediations and restorative processes.

**Compensation:**

Mediation Services offers a comprehensive benefits package including health, dental, employee assistance program, and matching RRSP. The salary range for this full-time position is \$45,350-\$52,441 per annum based on education and experience.

**Who we are:**

Mediation Services is a non-profit, charitable organization with a social enterprise based in Winnipeg, MB. Our purpose is facilitating peaceful/purposeful interactions to transform relationships.

**We value:**

- Caring – demonstrating openness, compassion, and empathy for people and situations and a desire to help others
- Collaboration – fostering relationships and better outcomes through working together
- Empower – Providing resources, tools, and practice to build knowledge, develop accountability and grow in capacity and confidence
- Integrity – living out our principles of restorative justice and conflict resolution

Mediation Services is committed to work/life balance and diversity both within the organization and in its work with the community.

*All applicants are encouraged to apply, first consideration will be given to candidates who identify as Indigenous, visible minorities, or persons with disabilities who meet the required qualifications. Applicants are requested to self-declare at the time of application.*

**Application Deadline is Monday, April 7 at noon CST.**

\*\* Please apply with a letter of intent and resume by email: [info@mswpg.ca](mailto:info@mswpg.ca)

For inquiries, accommodation requests, or additional information, please contact Jomer at [jomer@mswpg.ca](mailto:jomer@mswpg.ca)