



Executive Director, Job Description
Resolution Services Center of Central Michigan (RSCCM)
Lansing, Michigan

Type of Employment: Full-time salaried position
Supervisor: RSCCM Board

ABOUT RSCCM

RSCCM is one of twenty-one agencies funded by the State Court Administrative Office (SCAO) that provides conflict resolution services to individuals and businesses in cases such as association/member disputes, business and contract disputes, consumer/merchant disputes, family disputes, guardianship matters, landlord/tenant problems, neighborhood conflicts, professional/client matters, property damage arguments, real estate conflicts, selected divorce issues, small-claims court matters, special education issues, and victim/offender mediations. RSCCM also provides area schools with a peaceful conflict resolution tool through its Restorative Justice Program. It brings students, families, schools, and communities together to resolve problems, promote healing, and transform conflict. In addition to these services, RSCCM offers 40-hour mediation training, communication skills training, large group facilitations, and conflict resolution workshops.

Position Summary

The full-time Executive Director is responsible for overseeing the strategic planning, business development, and overall operations of the Resolution Service Center of Central Michigan (RSCCM) employees, programs, expansion, and execution of its mission. The executive director is also the direct supervisor of the Mediation Program Manager, Restorative Practices Manager, Financial Coordinator, and Office Staff (including Interns and Volunteers).

Reports To: Executive Board of Directors

PRINCIPLE RESPONSIBILITIES include, but are not limited to the following:

Strategic Planning and Leadership

- In Concert with the Board of Directors, develop and periodically revise a five-year RSCCM Strategic Plan.
- Provide visionary leadership in developing long-range strategies, operational plans, and key performance indicators to achieve the RSCCM mission.

- Meet and consult with officials of federal, state, and local agencies, legislators, professional organizations, and interest groups regarding service needs and opportunities.
- Identify and evaluate risk management to RSCCM's health, including people (staff, facilitators, clients), property, finances, goodwill, and image, and implement measures to control risks.

Program Development and Management

- Develop program protocols and performance management systems.
- Develop, administer, and partner with client participants, courts, schools, referring agencies, etc., in all aspects of referral scheduling, making necessary decisions to ensure the best quality of services and program components.
- Advise the RSCCM Board and program coordinators on program accomplishments and concerns.
- Assist in developing an expanded fee-for-service model for RJ training and coaching.
- Ensure compliance and quality of Restorative Justice contracts.
- Maintain knowledge of Restorative, Social Justice and mediation methodologies.
- Develop and coordinate RSCCM training sessions, services, seminars, and work groups.
- Direct the revision of rules, regulations, and procedures.
- Conduct staff meetings and conferences.
- Define and measure the quality and effectiveness of programs and interventions.

Financial Oversight and Grant Management

- Oversee financial management and budgeting of the RSCCM organization.
- Develop and review the annual budget with the RSCCM Board of Directors
- Oversee the fiscal condition of RSCCM while maintaining service quality.

- Monitor and report revenues and expenses on a monthly basis and ensure fiscal compliance with funding source requirements.
- Initiate grant searches, write new grants proposals and track all grant activity,.
- Develop and execute a strategic fund development plan.

Community Engagement, Partnerships and Outreach

- Promote mediation and restorative justice principles through outreach and educational activities and present RSCCM programs, mission, and values.
- Represent and promote RSCCM at relevant forums and events.
- Develop relationships with key stakeholders, grow restorative justice programming, and support practitioners.
- Cultivate partnerships with diverse community-based organizations to develop support networks.
- Engage in community-building activities with educational institutions, potential employers, law enforcement officials, religious leaders, and other potential stakeholders.
- Cultivate relationships with high-potential donors and organisations.

Management and Leadership

- Recruit, hire, supervise, train, and evaluate staff.
- Develop recommendations on human resources practices and policies.
- Provide consultation and technical assistance to staff members and volunteers.
- Supervise business management and administrative operational activities.
- Evaluate and update RSCCM policies and procedures.
- Develop job descriptions, conduct regular performance evaluation, and ensure sound human resource practices.
- Maintain a climate which attracts, keeps, and motivates a diverse, effective, and cohesive staff.
- Oversee and promote staff and volunteer training, development, and experiences to build an effective total program of RSCCM, with succession provisions.

Board/Executive Management

- Cultivate a strong, transparent working relationship with the RSCCM Board of Directors and provide accurate, complete, timely information and annual report on the organization's programs, services and finances.
- Support the board of directors with board development, including board orientation, sustainable board recruitment and succession practices, and training.
- Partners with the board in continual organizational growth and learning.
- Inform and advise the Board regarding current trends, problems and opportunities that are important to the organization's mission and operations.
- Oversee and prepare monthly reports for Board meetings, providing updates on current financial status, program updates and pending reports.
- Assist the Executive Board with tactical, strategic, and miscellaneous support for job-related duties.

MINIMUM REQUIREMENTS

- Three to five years' experience in a similar role with duties including strategy, people management, operations, finance, grants and fundraising in a non-profit environment.
- Master's in business administration, human resource management, public administration, or communications or an equivalent combination of education and experience.
- Ability to understand and relate to groups and individuals of different economic classes, ethnicities, and positions.
- Superior verbal and written communication and people skills.
- Excellent analytical, decision-making, and critical thinking skills.
- Strong supervisory and leadership skills.
- Knowledge of and sensitivity to culturally diverse populations
- Knowledge of restorative justice principles as they relate to leadership and management in non-profit organizations.
- Ability to set clear goals for the organization, self and with others.
- Ability to analyze, synthesize, and evaluate complex financial reports and program data.
- Ability to coordinate data from diverse sources, organize it, and present conclusions.
- Ability to meet and deal effectively with government officials, volunteers, business professionals, and members of the public.
- Exceptional understanding of the impact of nonprofit business decisions

- Ability to learn, interpret, and apply legal concepts and practices.
- Ability to develop grant proposals.

Bonus Qualifications

- Possession of an advanced degree.
- Experience in non-profit administration.
- Practical experience in conflict resolution or other forms of alternative dispute resolution.

Special Requirements, Licenses, and Certifications

Mediation certification applicable under MCR 2.411 or the willingness to become certified as a mediator is required.

Salary Range: \$80,000 – 90,000

Required Application Materials

All applications, nominations and inquiries are invited. Applications should include a cover letter, resume, and a statement detailing how your past and future work will contribute to advancing RSCCM's commitment to advancing its mission of resolving conflict through mediation, facilitation, restorative practices, and training.

HRM Services is assisting RSCCM in this search. Applicant materials should be sent to AnnHall@workwithhrm.com. Review of applications will begin August 15, 2024 and continue until the position is filled.

Equal Employment Opportunity Statement

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, citizenship, age, disability or protected veteran status.