



**Code: 1668**

Family: Legal and Regulatory

Service: Administrative

Group: Statistical, Technical, and Analytical

Series: Real Estate and Legal

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## **CLASS TITLE: DIRECTOR OF MEDIATION**

### **CHARACTERISTICS OF THE CLASS**

Under direction of the General Counsel, establishes, directs, and manages the implementation and administration of the Civilian Office of Police Accountability (COPA) mediation program (the "Program") pursuant to the requirements of applicable law and the Consent Decree by and between the State of Illinois and the City of Chicago; and performs related duties as required

### **ESSENTIAL DUTIES**

- Establishes and oversees the implementation of policies, procedures, and work standards for the Program pursuant to applicable law and the Consent Decree
- Identifies, coordinates, and participates in the procurement, training, and supervision of outside mediation providers
- Reviews, analyzes, and evaluates merits of investigative case files proposed for mediation, guiding cases through the approval process and works with complainants, police officers, and 3<sup>rd</sup> party mediators to coordinate, schedule, and complete mediations at various locations within the City of Chicago
- Coordinates and schedules mediations and related services
- Designs and implements evaluation criteria and systems and participates in the monitoring of outside mediation providers to assure quality of services and compliance to applicable law and the Consent Decree
- Serves as a Program liaison with other City departments, governmental agencies, community organizations, and stakeholders
- Compiles, analyzes, and reports Program-related data and information and drafts Program recommendations for senior COPA management
- Monitors and provides data regarding Program costs, expenditures, and capabilities
- Keeps abreast of new and emerging trends in mediation and alternative dispute resolution and recommends clarification and modifications of COPA policies and procedures as appropriate
- Performs outreach activities to educate stakeholders about the Program and terms of mediation by attending outreach events at various locations within the City of Chicago to explain and promote the Program
- Collaborates with COPA's Community Outreach and Engagement staff to develop community outreach campaigns and program literature to educate the public about Program elements and advantages
- Strategizes, develops, and implements plans to recruit community members to be trained and serve as Program mediators
- Creates instructional materials and facilitates training for Program mediators
- Identifies, researches, and resolves specific issues and concerns and develops areas of opportunity, making recommendations as necessary to optimize Program capabilities and operational efficiencies
- Leverages COPA's case management system and other resources to guide and monitor cases throughout the mediation process

- Consults with the General Counsel to define and negotiate Program terms and requirements with various Chicago Police Department collective bargaining units
- Prepares statistical reports and various ad hoc reports senior COPA management

**NOTE:** *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

## **MINIMUM QUALIFICATIONS**

### **Education, Training, and Experience**

- Graduation from an accredited college or university with a Bachelor's degree in Public Policy, Public Administration, Human Resource Management, Social Sciences, or a directly related field, PLUS five (5) years of work experience in mediation, dispute resolution, restorative justice, or similar program administration, **OR**
- Graduation from an accredited college or university with a Master's degree or higher in Public Policy, Public Administration, Human Resource Management, Social Sciences, or a directly related field, PLUS four (4) years of work experience in mediation, dispute resolution, restorative justice, or similar program administration

### **Licensure, Certification, or Other Qualifications**

- None

## **WORKING CONDITIONS**

- General office environment

## **EQUIPMENT**

- Standard office equipment (e.g., telephone, printer, photocopier)
- Computers and peripheral equipment (e.g., personal computer, computer terminals)

## **PHYSICAL REQUIREMENTS**

- No specific requirements

## **KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS**

### **Knowledge**

Comprehensive knowledge of:

- \*principles and practices of mediation and alternative dispute resolution
- record keeping and case management methods, practices, and procedures
- the criminal justice system

Moderate knowledge of:

- supervisory methods, practices, and procedures
- \*applicable computer software packages and applications
- Investigation and inspection methods, techniques, practices, and procedures

Knowledge of applicable City and department ordinances, policies, procedures, rules, regulations, and ordinances

**Skills**

- \*ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- \*ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- \*JUDGEMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one
- COMPLEX PROBLEM SOLVING - Identify complex problems and review related information to develop and evaluate options and implement solutions
- MONITORING - Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective action
- COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- NEGOTIATION - Bring others together and trying to reconcile differences
- PERSUASION - Persuade others to change their minds or behavior

**Abilities**

- \*COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- \*SPEAK - Communicate information and ideas in speaking so others will understand
- \*COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- \*WRITE - Communicate information and ideas in writing so others will understand
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- MAKE SENSE OF INFORMATION - Quickly make sense of, combine, and organize information into meaningful patterns

**Other Work Requirements**

- INITIATIVE - Demonstrate willingness to take on job challenges
  - LEADERSHIP - Demonstrate willingness to lead, take charge, and offer opinions and direction
  - ANALYTICAL THINKING - Analyze information and using logic to address work or job issues and problems
  - ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
  - ADAPTABILITY/FLEXIBILITY - Be open to change (positive or negative) and to considerable variety in the workplace
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All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

\* May be required at entry.

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City of Chicago  
Department of Human Resources  
April 2024; May 2025