Community Justice Initiatives
Mediation Service Coordinator
External Job Posting

Position Status:	Full-time, 35 hours per week
Wage:	Service Coordinator – Level 1 ($22.77 / hour)
Start Date:	November 16, 2026

The Work: Are you passionate about restorative justice, equipping community to engage restoratively, inspiring transformation, and being part of a movement towards justice and healing? At Community Justice Initiatives (CJI), our work is rooted in relationships and the belief that communities hold the wisdom to heal and grow together. Community Justice Initiatives (CJI) is excited to invite applications for the role of Mediation Service Coordinator. In this role, you will work with community to address situations of conflict and harm including identity-based harm. Through referrals from community, police and the legal system, you will coordinate the delivery of volunteer-led restorative processes to attend to participants' healing and justice needs. You will also participate in the facilitation of dialogue processes and training for volunteers and community members.

Why Choose CJI?

Inclusive & Supportive Culture: Experience an environment built on belief in transformation, empowerment, accountability, and the principles of restorative justice.

Meaningful Work: Connect with community members who are helping to build a restorative community.

Comprehensive Benefits: Experience generous vacation time, mileage reimbursement, partial cell-phone reimbursement, generous sick time allotment, contributions to an RRSP, a benefits package, professional development opportunities, a supportive and flexible work environment, and the chance to make a lasting difference in the lives of others.

Proven Impact: Join an organization with a 50+ year legacy of trailblazing restorative justice programs in our community and around the world.

What Will You Do?

- Oversee referrals from community, police and the legal system ensuring responsive and supportive care to all participants
- Model restorative practices and values with colleagues, volunteers, participants and program partners
- Recruit, train, mentor and supervise volunteers delivering restorative dialogue and conflict coaching services, including case consultation and ongoing support to ensure quality, trauma-informed and identity-responsive practice.
- Work within CJI's co-facilitation model, bringing complementary perspectives and approaches to

support participant safety, reduce the impact of individual bias, and attend to power dynamics within restorative processes.
- Provide conflict coaching to program participants, including preparation and support for participants considering restorative dialogue
- Build and maintain referral relationships with community organizations, creating accessible pathways into CJI's services and connecting participants with appropriate community resources
- Track monthly statistics to accurately report to funders
- Attend and participate in agency and mediation team meetings
- Attend and participate in agency and volunteer events

Who Are We Looking For?
- Experience facilitating restorative processes, training in transformative mediation and circle training
- A strong understanding of how to address identity-based harm and the ability to work safely and effectively with multiple perspectives and positions in relation to harm
- Ability to work independently and collaboratively
- A strong commitment to anti-racism, anti-oppression, and equity
- Post-secondary studies in Social Services, Peace and Conflict Studies, or equivalent experience
- Proficiency with Microsoft Office applications
- Access to reliable transportation, a valid Ontario "G2" license, and a minimum of $2M liability insurance

Job considerations: Mediation Services support community members impacted by conflict and harm to come together for dialogue processes. Activities include dialogue, coaching, and training facilitation, supervision of staff and volunteers, engaging with people who have been harmed or who caused harm including identity-based harm, engagement with community partners including police and legal institutions. It requires a strong understanding of how to address identity-based harm and the ability to work safely and effectively with multiple perspectives and positions in relation to harm.

Additional Details
- The successful applicant will be required to submit a vulnerable sector check. Please note that a criminal record does not automatically disqualify you from employment. If you are the successful applicant, we'll have a conversation with you to determine next steps.

How do I Apply?
If you're ready to make a difference and grow your skills in a truly supportive environment, we'd love to hear from you! Please submit your resume and cover letter by October 30, 2026 to:

Jason Spencer, Program Director
Community Justice Initiatives
85 Edwin St., Kitchener, Ontario
jasons@cjiwr.com

We enthusiastically welcome applications from individuals with lived experience of criminalization, as well as candidates from all equity-seeking groups. If you require accommodation as per the AODA during any stage of the selection process, please let us know.

Thank you to all applicants for your interest in joining the CJI team. Only those selected for an interview will be contacted.