

Resource

RJD Program Staff Roles and Responsibilities

Minimum necessary positions (part- or full-time) for first year “pilot” programming:

- Facilitator/Co-facilitator (2)
- Program Manager
- Administrative Assistant

Expanding responsibilities during program expansion:

- Data Collection
- Agreements Planning (Plan Monitoring)
- Survivor Liaising
- System Partners Liaising
- Training

Note that in the first year “pilot” program, the minimum necessary positions for this restorative justice diversion (RJD) program to be successful are: two facilitators, one program manager, and one administrative assistant.



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During the first year, these positions will be tasked with all of the responsibilities detailed below, as well as varying levels of the “Expanding Responsibilities.” However, as your program grows and expands in both responsibility and in capacity, these “Expanding Responsibilities” will become much more complicated rather quickly. We encourage you to start thinking about how, and by whom, these responsibilities will get done without overburdening any one position. This may mean hiring new people tasked with the more specialized responsibilities.

Minimum Necessary Positions for “Pilot” Program

Facilitator/Co-facilitator (2)

Cases should be facilitated by 2 people (co-facilitation model). The facilitator’s responsibilities begin as soon as a case is referred from a systems partner and end when the youth’s plan to repair the harm is completed, the systems partner has been notified and the youth’s case has been officially closed. In a co-facilitator model, one of the facilitators can also support with logistics and supplies for each meeting.

- Write and send initial letters to youth and families
- Contact youth and youth’s caregivers/family and enroll the youth into the program
- Meet with youth and caregivers/family—begin to build relationships and restoratively support youth in taking accountability
- Write and send initial letter to person harmed
- Meet with, prep, and restoratively support person harmed
- Reach out to identified community members and support people to participate in the conference
- Meet with, prep, and restoratively support identified community and support people
- Gauge readiness of participants
- Coordinate conference—time, location, persons attending, food needs, access needs, seating arrangements, etc.
- Facilitate conference—hold space for everyone’s realities, experiences, stories, and needs; facilitate the creation of a ‘plan’ that meets the needs of the person(s) harmed, community members, youth’s caregivers/family, and the youth themselves
- Distribute evaluations and throughout the process, input detailed case notes into database
- Update administrative assistant when youth reaches identified program milestones (enrollment, conference, completion) and if youth is re-arrested. The program manager should also be contacted if a youth is re-arrested
- Consistent communication with program manager throughout the process

- Create completion packet for youth (completion letter, confirmation from the referring agency on case closure, certificate of completion, copy of completed plan, information and application of arrest record sealing process, if applicable), and coordinate final meeting with youth and caregivers/family
- During first few years, when you have very few cases, the facilitators will be responsible for agreements manager duties (see below) for each of their cases. As the program grows, ideally an agreements manager would be hired for facilitators to hand off the plan monitoring part of cases

Program Manager

The program manager is responsible for holding both the big picture and vision of the program while also making sure the day-to-day work can happen, which requires a lot of relationship cultivation with internal staff, systems partners, existing community agencies, organizers and advocates, and members of the community.

- Oversee the entire RJD Program: administration, facilitation, and overall strategic plan of the program
- Supervise and support all facilitators and administrative personnel in their day-to-day work and also in future professional development
- Cultivate and hold relationships with systems and referring agencies. Is the contact person for the referring agencies when they refer cases, have questions, get case updates, etc.
- Receive cases from referring agency and assign cases to facilitators based on caseload and capacity
- Foster relationships with key persons, advocates, and organizers in the community to continue to build a more robust network and support system for the program and participants to flourish
- Do community outreach and engagement to build capacity and increase awareness of the program. This can look like many different things but it is important the community understands, supports, and buys into the program and vision—RJD cannot operate in isolation!!
- Facilitate *at least* one case front-to-back every year. Facilitators need someone to bounce ideas off of, get support from, and problem-solve their cases, and it is important for program managers to stay connected to the work on the ground
- During the pilot years, the program manager is responsible for training all incoming facilitators on the model and overview of program. As the program grows, a trainer will ideally be hired to provide initial and ongoing training and professional development for the team

Administrative Assistant

- Input basic case details into database and manage paperwork for cases throughout
- Track and update case progress for each case, manage deadlines, and update facilitators on deadlines when needed
- Field and delegate inquiries (phone calls, emails, etc.) from external partners about the program
- Consistent communication with program manager

Responsibilities for “Post-Pilot” Program Expansion

Data Collection

These responsibilities may amount to a full-time job or they could be shared across other positions depending on the number of cases the organization is receiving.

- Develop and implement databases and data collection systems
- Collect, interpret, and analyze all data on RJD participants
- Work closely with administrative assistant to collect relevant information on program participants
- Work closely with program manager and trainer (see below) to refine and enhance RJD program based on findings
- Collaborate with program manager to compile findings and publish reports
- Develop a process to contact and collect person harmed/survivor satisfaction information
- Work with whoever is responsible for liaising with systems partners to collect data on all relevant demographic factors pertaining to RJD and youth incarceration
- Track and compile records of youth recidivism 6 months, 1 year, and 3 years after program completion
- Research relevant reports and findings pertaining to youth diversion
- Develop and implement new ways of measuring program success outside of recidivism rates that align with strengths-based values of program.

Agreements Managing (Plan Monitoring)

Once your organization starts receiving a high volume of cases, monitoring a youth's plan can amount to its own full-time job. Some existing RJD sites have a designated agreements manager whose full-time job is to solely support and monitor plan completion for all cases.

- Be deeply rooted in the community and have extensive knowledge of, and access to, community resources for all participants
- Create a database of community resources for all participants
- Develop a strong working relationship with facilitators
- Develop relationships with youth and their caregivers/families
- Be present during a youth's enrollment process, at least one prep meeting with the youth, the conference, and all of the plan follow-up.
- Input and update case files after conference
- Work with and support youth from the creation of the plan all the way through completion of their plan
- Communicate with facilitator on youth's process
- Update facilitator when youth complete the plan and assist in creation of completion packet and final completion meeting

Survivor Liaising

These responsibilities could be shared across other positions.

- Initiate contact with person(s) harmed
- Follow up, schedule, and attend meetings with person(s) harmed and facilitator to talk about impacts and needs
- Act as a resources and a support person for person(s) harmed throughout the entire process, including after the conference
- Finding new resources and supports for survivors of harm to offer as part of the RJD process
- Collaborating with trainer to ensure a person(s) harmed/survivor-oriented RJD training

Systems Partners Liaising

These responsibilities could be shared across other positions.

- Act as the direct contact person for the systems partners
- Liaise requests and comments to and from systems partners to and from RJD team
- Work closely with the program manager
- Pick up and photocopy cases from system partners
- Work closely with trainer on training system partners in restorative practices
- Work closely with systems partners to determine the applicability of cases for program

Training

These responsibilities could be shared across other positions.

- Provide training in circle processes and RCCs for incoming staff
- Continually provide training for the RJD team on restorative practices and other relevant topics
- Hold circle with RJD team
- Provide training to systems partners in restorative practices and other relevant topics
- Collaborate strategically with program manager to ensure the development and evolution of the program, while still maintaining a restorative center
- Hold trainings in and for the community on circle, RCCs, and other restorative processes
- Provide professional development opportunities to RJD team