

JOSHUA JACKS  
45 River Street  
Cambridge, MA 02139  
(617) 492-3348

**EXPERIENCE:**

- 1986 to present **UMASS/BOSTON: GRADUATE CERTIFICATE PROGRAM IN DISPUTE RESOLUTION** Assistant to the Director. Supervise graduate and law school students at mediation internship placements in Brookline, Quincy, and Cambridge District Courts. Assist in curriculum development and course design, supervise students mediating in internship program, recruit students, counsel students, manage administrative needs of the program (admissions, registration, etc.) Maintain program records.
- 1987 to 1989 **TRI CITY COMMUNITY ACTION PROGRAM** Housing Mediator. Mediated landlord - tenant disputes. Attained and applied knowledge of landlord - tenant law. Established and maintained relationships with Somerville and Malden District Courts and made presentations to state and municipal agencies and civic groups.
- 1985 to present **CHILDREN'S HEARINGS PROJECT** Parent-Child Mediator. Mediate disputes between parents and adolescent children in cases generally referred by Massachusetts DSS, often as a consequence of CHINS complaints. Advisory Council member 1986 - 1989.
- 1981 to 1986 **CAMBRIDGE DISPUTE SETTLEMENT CENTER** Acting Mediation Director. Coordinated volunteer community program providing mediation of cases referred by community agencies or criminal cases referred by the Middlesex District Attorneys office. Trained and supervised staff. Conducted outreach to courts, community agencies, and media. Duties also included presentation planning, data collection and analysis, statistical record keeping for program evaluation, legislative advocacy. (1984 to 1986)  
Mediator. Mediated family, landlord-tenant, consumer-merchant, employer-employee, divorce, and neighborhood disputes. (1981-1984)

**EDUCATION:**

University of Massachusetts at Boston  
Graduate Certificate in Dispute Resolution, 1988.  
B.A. in Legal Studies and Human Services Advocacy, 1987.

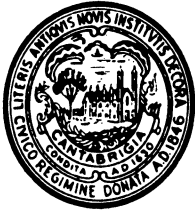
- Professional Training: Landlord - Tenant law trainings sponsored by EOCD and Rental Housing Association, 1987.  
Parent-Child Mediation, Children's Hearings Project, 1985.  
Divorce Mediation, Patrick Phear, 1983-84.  
Community Mediation, Cambridge Dispute Settlement Center, 1981.

**TEACHING AND  
TRAINING  
EXPERIENCE:**

- Fall 1986 to present UMass Boston, College of Public and Community Service (CPCS). Supervise and evaluate graduate and undergraduate mediation students and law students in mediation internship placements in District Courts.
- Spring 1988, Fall 1991 CPCS. Conduct graduate seminar of students in mediation internship.
- Feb. 1991 Designed and conducted one day workshop for Head Start program staff, "Conflict Resolution in the Workplace."
- July to August 1990 Self Help, Inc., Brockton, MA. Conducted seven day (42 hour) training course in landlord - tenant mediation.
- April 1989 Housing Assistance Corp., Hyannis, MA. Conducted one day component of mediation training for newly forming landlord - tenant mediation program.
- June 1988 District Court Department of the Trial Courts, Mass., Facilitator in trainings of Clerk Magistrates and Assistant Clerks.
- February 1988 Massachusetts Executive Office for Communities and Development, Train staff from Housing Services Programs throughout Massachusetts in mediation.
- Spring 1987 CPCS. Assistant teacher in undergraduate Negotiation class.  
Assistant teacher in graduate Mediation class.

**MEMBERSHIPS AND COMMUNITY SERVICE**

- September, 1991 Accepted to American Arbitration Association's Panel of Arbitrators.
- June 1990 to present Member, Society for Professionals in Dispute Resolution (SPIDR)
- Sept. 1989 to Jan. 1991 Elected to Board of Directors of the Riverside Cambridgeport Community Corporation.
- 1986 to present Elected to Board of Directors of Cambridge Community Services.
- 1986 to 1989 Appointed to the Advisory Counsel of the Childrens Hearings Project, a pioneering parent - child mediation program of Cambridge Family and Childrens Services.



CITY OF CAMBRIDGE  
CAMBRIDGE, MASSACHUSETTS 02139

TEL. 349-4300  
FAX. 349-4307

EXECUTIVE DEPARTMENT  
ROBERT W. HEALY  
City Manager

RICHARD C. ROSSI  
Deputy City Manager

January 27, 1992

To The Honorable, The City Council:

Please be advised that I have appointed the following person as a member of the Rent Control Board for a term of two years, effective January 14, 1992:

Mr. Joshua Jacks  
45 River Street  
Cambridge, MA 02139

Very truly yours,

Robert W. Healy  
City Manager

RWH/mev  
attachments

A-12

CONSENT AGENDA ITEM NO. 1.

Appointment of one person as a member  
of the Rent Control Board.

In City Council,

January 27, 1992

*Placed on file*