Job Description

Job Title: Program Coordinator
Team: Family
Location: New York City (Position is temporarily remote due to COVID-19)
Job Type: Part-Time (Hourly position; 15 hours per week)
Pay Rate: $27 - $30/hour
Date: January 2022

New York Peace Institute

New York Peace Institute is one of the nation's largest non-profit conflict resolution organizations, helping thousands of people peacefully, creatively, and durably resolve their disputes each year. We provide free conflict resolution services, including mediation, conflict coaching, facilitation, arbitration, and restorative justice processes virtually, and through our Brooklyn and Manhattan Centers, and in cooperation with courts, community-based organizations, schools, and City agencies. In addition, we train and credential mediators, host public events on peacebuilding, and provide customized training and consulting services in New York City and beyond.

For more information, visit our website or find us on Instagram, Facebook, and LinkedIn.

The Candidate

New York Peace Institute is seeking a Program Coordinator to join our Family team and help to shape the future direction of our disability-related mediation programs, including our Special Education and Early Intervention, mediation programs. Our ideal candidate will have at least three years of mediation experience and knowledge and/or familiarity with the special education field. This is an ideal role for someone who is a skilled mediator and conflict resolver, with a deep commitment to developing and leading community-based disability-related mediation programs.

The Role

The Program Coordinator is responsible for oversight of New York Peace Institute’s disability-related mediation programs, including the Special Education and Early Intervention programs. This position will work closely with and support the Family team and will report directly to the Senior Manager, Family. The Program Coordinator will be responsible for the following:

Program Implementation (50%)

- Facilitate and coordinate, and oversee delivery of client services, which includes conducting client intakes; overseeing mediator staffing of cases; scheduling cases; conducting pre-sessions, mediations and de briefs; and drafting and tracking relevant documents.
- Mediate some cases, individually and with Apprentices, including Special Education and Early Intervention cases.
- Support the development of new programs and refinement of current programs in collaboration with Manager or Senior Manager and/or Director of Programs.
- Support Family team members and direct reports, if any, as needed to implement program and manage caseload.
- Input and oversee data entry for relevant cases/programs.
- Contribute to relevant program status reports for management, donors, and board members, as needed.
- Build personal knowledge about relevant law and trends in Special Education, Early Intervention, and other relevant fields.
- Review and maintain program quality, implementing adjustments as needed in collaboration with Senior Manager and entire Family team.

Program Education (20%)

- Create, refine, and update curriculum, manuals, and other materials for continuing education and support of trained volunteer mediators.
- Support development and implementation of program-relevant trainings and roundtables for volunteer mediators and apprentices.
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- Support volunteers, including program Apprentices and their needs and development, and guide them through the program.

Partnership Management & Community Outreach (20%)
- Build and maintain relationships with external partners (i.e., DOE, schools, community partners, etc.) for disability-related Mediation programs, including Special Education and Early Intervention programs.
- Conduct outreach and educational presentations for existing and potential partners.
- Attend regular meetings as needed per program.
- Share information and respond to inquiries to encourage community members to use NYPI services and develop new partner relationships.
- Stay current with trends by attending program-related events, researching other programs and/or writing about and promoting NYPI’s programs.

Internal Management/Organizational Support (10%)
- Support organization and peers as needed to ensure organizational health and growth.
- Attend all relevant program trainings and meetings and participate in staff-wide activities and events.
- Support the organization in implementing relevant practices, including supporting NYPI’s DEI efforts.
- Supervise associates, interns, and/or AmeriCorps fellows, if needed and applicable, and support and coach any direct reports.

Required Qualifications
- Two to three years’ experience with conflict resolution practices and/or specific program expertise.
- Experience in program management and development.
- Excellent organizational, listening, oral and written communication skills.
- Critical thinking.
- Ability to incorporate theoretical knowledge in program policies and procedures.
- Ability to coordinate among various stakeholders to complete projects and activities.
- High level of cultural competency (the ability to communicate and interact effectively with people across cultures who have varying beliefs).

Preferred Qualifications
- Experience as a mediator.
- Knowledge of the Special Education system in New York State.
- Prior work experience in a mission- and culture-driven organization.
- Able to work independently within a team-based environment, and willing to adapt responsibilities according to program needs.

Compensation & Benefits
We benchmark and set our salaries based on other similarly sized nonprofit organizations in New York City. The pay rate for this position is $27 - $30 per hour for part-time employment. We also offer the following benefits for part-time staff:
- Retirement 401k with matching up to $2,500 of eligible compensation.
- Vacation Time - we offer up to 4 weeks away from the office (pro-rated for part-time employees).
- Sick Time – we offer 12 days per year (pro-rated for part-time employees).
- Flexible working hours and remote work, when applicable.

Our Commitment to Diversity, Equity, and Inclusion
New York Peace Institute is committed to building an inclusive environment for people of all backgrounds. We are committed to building a talented a team with diverse skill sets that reflect the diversity of New York City residents. We are a community of leaders who are proud to represent many different national, racial, ethnic, socio-economic, religious, gender, disabilities and other identities.
New York Peace is an equal opportunity employer. We do not discriminate on the basis of race, color, ethnicity, religion, sex, gender, gender identity and expression, sexual orientation, national origin, disability, age, marital status, veteran status, pregnancy, parental status, genetic information or other characteristics or any other basis prohibited by applicable law.

How to Apply:

Please submit your cover letter and resume to hr@nypeace.org. Please write Coordinator, Family Team in the subject line. Due to the high volume of applications received, only those selected for an interview will be contacted.