

# Job Description

Job Title: Program Associate  
 Team: Family  
 Location: New York City (Position is temporarily remote due to COVID-19)  
 Job Type: Full-Time  
 Date: January 2022

## New York Peace Institute

New York Peace Institute (NYPI) 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 governmental 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 Associate to be responsible for general administrative duties for our Family team mediation programs. Our ideal candidate will have prior experience in office administration. This is an ideal role for someone who is organized and detail-oriented, with a commitment to learning and developing new skills.

## The Role

The Program Associate is responsible for general administrative support for the Family Team programs. This position will work closely with the Family team and will report directly to the Senior Manager, Family. Program Associates are expected to complete our Basic Mediation Training and Apprenticeship program to become certified mediators and assist with mediations, when needed. The Program Associate will be responsible for the following:

### **Program Implementation (60%)**

- Conduct intake process for cases, obtain necessary mediation documents, schedule mediations (in-person/remote), and enter case notes into Caseload Manager (CLM) database.
- Provide administrative and operational expertise such as scheduling appointments, maintaining calendars, setting/starting ZOOM meetings, and sending client documents for signature via PandaDoc for Family Team programs
- Conduct screenings for domestic violence prior to mediation
- Respond to general phone and online inquiries regarding NYPI services.
- Coordinate interpretation/translation services for relevant programs.
- Prepare vouchers and reports for the New York State Dispute Resolution Association.
- Contribute to relevant program status reports for management, donors, and board members.
- Train to become a practitioner in the Alternative Dispute Resolution (ADR) field.
- Train to become proficient in Domestic Violence screening

### **Program Education (10%)**

- Support development and implementation of program-relevant trainings and roundtables for volunteer mediators and apprentices.

### **Partnership Management & Community Outreach (20%)**

- Share information and respond to inquiries to encourage community members to use NYPI services and seek new partner relationships.
- Share appropriate case disposition information to referral sources, when appropriate.
- Maintain up-to-date information on community resources for clients and provide referrals, when needed.

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## **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

## **Required Qualifications**

- Bachelor's degree or equivalent work experience
- One to two years' work experience in the field or related area
- Excellent organizational, listening, oral and written communication skills
- Excellent time management skills and ability to prioritize work
- Attention to detail and problem-solving skills
- Strong computer literacy
- High level of cultural competency (the ability to communicate and interact effectively with people across cultures who have varying beliefs)

## **Preferred Qualifications**

- Must be a team player and open to learn new skills
- Prior work experience in a mission- and culture-driven organization
- Able to work independently within a team-based environment, and be 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 salary range for this position is \$40,000 - \$42,000 per year. We also offer the following benefits to full-time employees:

- Medical, Dental, Vision
- Retirement 401k with matching up to \$2,500 of eligible compensation
- Vacation Time – we offer up to 4 weeks away from the office
- Sick Time – we offer 12 days per year
- Flexible working hours and remote work when applicable

## **COVID-19 Vaccination Policy**

NYPI requires that all staff be fully vaccinated with an FDA authorized vaccine. NYPI abides by New York state requirements, and acknowledges those may change over time. If moved forward to the screening interview, you will have a chance to ask the interviewer more about this requirement.

## **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.

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