

Job Title: Program Coordinator
Team: Civil and Community
Location: New York City (“Hybrid” Work Model)
Job Type: Full-Time (Salaried, Exempt, 35 hours per week)
Start Date: November 28, 2022

About the Organization

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](#), [Twitter](#), and [LinkedIn](#).

Who You Are:

- Adept at coordinating programs and people - including colleagues, volunteers, and our partners in the NYC Civil Court system
- Law school graduate or experienced working in the legal system
- Mission-driven, collaborative, willing to wear many hats, empathetic, flexible, committed to DE&I, growth-oriented, and experienced resolving conflict
- Superb communicator with the ability to independently manage your time, projects, and relationships

How You Will Spend Your Time:

- The majority of your time will be spent facilitating and coordinating the delivery of client services, including, intakes, staffing, scheduling, and mediating as needed
- In support of the org’s continued sustainability, you will be responsible for documentation and data-collection of specific program services
- You will spend about 20% of your time cultivating, developing, and maintaining relationships with external partners and court staff for Civil Court Programs
- As a coordinator, you will also support the Program Manager of Civil and Community Programs
- *See below for additional responsibilities; job duties subject to change*

Required Qualifications:

- Commitment to the mission and values of New York Peace Institute and to creating a diverse, equitable, and inclusive work environment
- Completed a basic mediation training course / clinic
- High level of cultural competency (the ability to communicate and interact effectively with people across cultures who have varying beliefs)
- At least 2 - 3 years of experience with conflict resolution practices and/or civil court matters
- Excellent organizational, listening, verbal, and written communication skills
- Excellent relationship-building skills
- High attention to detail
- Critical thinking and ability to apply policies and procedures into action
- Ability to coordinate among various stakeholders to complete projects and activities



- Able to work independently within a team-based environment, and be willing to adapt responsibilities according to program needs
- Eligible to work in the United States

Preferred Qualifications:

- NYPI-Certified Mediator
- Experience with NYC Civil Court system or legal environment
- Attended law school
- Prior experience supervising or working with volunteers
- Bachelor's degree or equivalent work experience
- Prior work experience in a NYC-based, mission-driven organization

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 **\$50,000 - 60,000**; an offer will be made within this range and commensurate with experience.

We also offer the following benefits to all full-time employees:

- Comprehensive Medical, Dental, Vision Insurance (Aetna) with generous employer-contributions
- Retirement 401k with matching up to \$2,500 of eligible compensation
- 4 weeks of Vacation Time + 9 Paid Holidays + 2 Floating Holidays
- 12 days of Sick Time
- Hybrid (in-person and remote) work schedule

Specific Responsibilities:

Program Implementation (60%)

- Facilitate and coordinate the delivery of client services in Civil and Small Claims Court programs (i.e., intakes, mediator staffing, scheduling pre-sessions, mediations, debriefs, and drafting, tracking, and reviewing related documents)
- Support the development of new programs and refinement of current programs in collaboration with Program Manager
- Support team members as needed to implement program and manage caseload
- Mediate or coach cases to support organization and/or new mediators as needed.
- Collect, implement and oversee data entry for relevant cases/programs
- Respond to general phone and online inquiries regarding NYPI services; track and facilitate client outreach and follow up
- Contribute to relevant program status reports for management, donors, and board members.
- Review and maintain program quality, implementing adjustments as needed.
- Assist with drafting and adapting relevant program protocol to remote work or as otherwise needed

Partnership Management & Community Outreach (20%)

- Support and maintain relationships with external partners and court staff for Civil Court Programs
- Conduct outreach and educational presentations for existing and potential new partners or clients
- Attend regular meetings related to relevant programs as needed
- Share information and respond to inquiries to encourage community members to use NYPI services and see new partner relationships.
- Maintain up-to-date information on civil court and provide referrals, when needed.
- Support volunteer needs
- Perform site visits to Court houses and mediate in-court as needed (NOTE: this may increase if courts become open to on-site mediation services)



Program Education (10%)

- Create, refine, and update curriculum, manuals, and other materials for apprentice mediators and for continuing education and support of trained volunteer mediators in related programs
- Support development and implementation of program-relevant trainings and roundtables for volunteer mediators and apprentices.

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 interns, and/or AmeriCorps fellows, if needed and 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.

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 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.

Application Deadline: November 5, 2022

How to Apply:

Please submit a **brief cover letter and resume** to hr@nypeace.org. Please write **Coordinator, Civil Court in the subject line**. Please complete this [survey](#) after submitting your application.