



**Job Title:** Program Manager, Civil Court and Community  
**Team:** Civil and Community Program  
**Location:** New York City (“Hybrid” Work Model)  
**Job Type:** Full-Time (Salaried, Exempt, 35 hours per week)  
**Start Date:** November 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](#).

### About the Role

The Program Manager is responsible for overseeing all mediation services conducted by the Civil Court and Community departments, as well as the lemon law arbitration program. The Program Manager will ensure that the departments are running smoothly and efficiently; serve as the primary relationship manager with external stakeholders; and will manage and support staff and volunteers. The Program Manager will also conduct outreach and trainings as needed on behalf of the departments.

*See below for the specific set of responsibilities.*

### Required Qualifications

- Must be a certified mediator according to the standards of the NY State Office of Court Administration
- Commitment to the mission and values of New York Peace Institute and to creating a diverse, equitable, and inclusive work environment
- Five+ years of experience with conflict resolution practices and specific program expertise
- Prior team and people management experience
- Excellent organizational skills, including a high attention to detail
- Successful track record of building and maintaining relationships with external stakeholders, and leveraging these relationships to fulfill program requirements
- Able to work independently within a team-based environment, and be willing to adapt responsibilities according to program needs
- Superb listening, oral and written communication skills, including a high level of cultural competency (the ability to communicate and interact effectively with people across cultures who have varying beliefs)
- Eligible to work in the United States

### Preferred Qualifications

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

### 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 **\$60,000 - 70,000**; 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 (30%)*

- Facilitate, coordinate, and oversee delivery of client services (i.e., intakes, mediator staffing, scheduling pre-sessions, mediations, debriefs, and drafting, tracking, and reviewing related documents) in Civil Court and Community programs
- Oversee the process for assigning new and existing volunteer mediators, in collaboration with team and Director of Mediator Education
- Supervise the division of cases among the team
- Support the development of new programs and refinement of current programs
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- Mediate or coach cases to support org and/or new mediators as needed
- Contribute to relevant program status reports for management, donors, board members and court staff
- Review and maintain program quality, implementing adjustments as needed
- Draft and adapt relevant program protocol in the NYPI Program Manual to remote work or as otherwise needed

### *Team Management & Organizational Support (30%)*

- Support Program Coordinator staff by conducting regular 1:1 check-ins, team meetings and annual performance reviews
- Create and uphold an org culture in keeping with NYPI Values, and Commitments to DE&I
- Cover for team members and direct reports (program coordinators) as needed to implement program and manage caseload
- 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
- Hire, onboard, and manage coordinators, associates, interns, and/or AmeriCorps fellows, if needed and applicable

### *Partnership Management & Community Outreach (30%)*

- Cultivate, develop 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 and subcommittees as 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
- Perform site visits to Court houses and mediate in-court as needed

*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
- Develop and lead program-relevant trainings and roundtables for volunteer mediators, apprentices, and law school students

**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](mailto:hr@nypeace.org). Please write **Manager, Civil Court in the subject line**. Please complete this [survey](#) after submitting your application