



**Job Title:** Program Associate  
**Team:** Family Team  
**Location:** New York City (“Hybrid” Work Model)  
**Job Type:** Full-Time (Salaried, Exempt, 35 hours per week)  
**Start Date:** Early December 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:

- You are mission-driven, collaborative, willing to wear many hats, committed to DE&I, and growth-oriented
- You know what it takes to provide administrative support to a team of direct service professionals, and seek to continue on this career path
- You are interested in becoming a certified mediator to further your career

### How You Will Spend Your Time:

- Your primary responsibility is administrative support for the Family Team programs.
- You will work closely with the entire Family team, reporting directly to the Program Coordinator.
  - for Family Court cases: Client Intake; Data Entry; File Maintenance; Scheduling; Domestic Violence Screening
  - for Special Education cases: Scheduling; File Maintenance; Data Entry
- In addition, you will be expected to complete our Basic Mediation Training and Apprenticeship program to become a certified mediator.

*See below for the specific set of responsibilities.*

### Required Qualifications:

- Commitment to the [mission and values](#) of New York Peace Institute and to creating a diverse, equitable, and inclusive work environment
- At least 1 year of experience in office administration
- High level of cultural competency, including the ability to communicate effectively with people of all backgrounds and cultures; excellent listening, verbal, and written communication skills
- Excellent time management and organization skills and ability to prioritize work
- Attention to detail and problem-solving skills
- Strong computer literacy
- A team player who is adept at taking direction from multiple team members
- 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

### **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 **\$42,000 - 45,000**; 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%)*

- Conduct intake process, obtain necessary documents, schedule mediations (in-person/remote), and enter case notes into Caseload Manager (CLM) database
- Provide administrative and operational expertise, such as maintaining calendars, setting/starting ZOOM meetings, and sending client documents for signature via PandaDoc
- Train to become proficient in domestic violence screening and conduct screenings for domestic violence prior to mediation
- Coordinate interpretation/translation services as needed
- 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

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

- Respond to general phone and online inquiries regarding NYPI services
- Maintain up-to-date information on community resources for clients and provide referrals
- 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

#### *Org Support (20%)*

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

### **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.

LET US GET IN THE MIDDLE.



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 12, 2022

**How to Apply:**

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