



Job Title: Program Associate
Team: Civil, Community and Lemon Law
Location: New York City (“Hybrid” Work Model, with at least one day in-office every two weeks)
Job Type: Full-Time (Salaried, Non-exempt, 35 hours per week)
Start Date: March 2023

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 the use of databases and other organizational systems
- Mission-driven, collaborative, empathetic, flexible, committed to DE&I, and experienced with 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 (upon successful completion of training)
- In support of the organization’s continued sustainability, you will be responsible for documentation, as well as collection and maintenance of data for specific program services
- You will spend about 10% of your time cultivating, developing, and maintaining relationships with external partners
- *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
- High level of cultural competency (the ability to communicate and interact effectively with people across cultures who have varying beliefs)
- 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
- Bachelor’s degree or equivalent work experience



- Eligible to work in the United States

Preferred Qualifications:

- Previously taken a basic mediation training course
- Experience with NYC Civil Court system or legal environment
- Prior experience working with volunteers
- Prior work experience in a NYC-based, mission-driven organization
- At least 1 year of experience with conflict resolution practices or case management experience

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 - 46,000**; 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 employer matching of up to \$2,500 annually
- 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 (75%)

- Facilitate and coordinate the delivery of client services (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
- Once training is complete, 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
- Support volunteers as needed

Partnership Management & Community Outreach (10%)

- Support and maintain relationships with external partners
- 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.

Program Education (5%)

- 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
- Assist with supervision 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: Feb 22, 2023

How to Apply:

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