



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 August 2024

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](#).

Position Summary

The Program Associate is an entry-level role ideal for individuals looking to start and grow their career with New York Peace Institute. It offers a unique blend of administrative responsibilities and exposure to mediation practices, providing a foundation for professional growth in the field. The role involves supporting family-related programs, while working towards becoming a certified mediator. We're seeking an organized, empathetic individual eager to learn and make a positive impact on New York City families. This position is perfect for those who aspire to grow within our organization and the field.

Who You Are

- You align strongly with NYPI's organizational mission of empowering people to address conflicts peacefully and creatively
- You are capable of providing administrative support to a team of direct service professionals, and are eager to advance along this professional trajectory
- You demonstrate a deep understanding of the importance of organized processes in supporting conflict resolution work
- You adapt readily to various responsibilities and challenges
- You value inclusivity and actively promote diversity and equity
- You strive for personal and professional growth
- You're interested in becoming a certified mediator as a step towards enhancing your conflict resolution expertise

How You Will Spend Your Time:

- Your primary responsibility is providing administrative support for the Family Team.
- You will work closely with the entire Family team, reporting directly to the Program Coordinator.
- For Family Court cases: Handle client intake, data entry, file maintenance, scheduling, and domestic violence screening.
- For Special Education and Early Intervention cases: Manage scheduling, file maintenance, data entry, and client intake.
- For other Family Team cases: Coordinate scheduling, perform data entry, and provide document support.



- Complete our Basic Mediation Training and Apprenticeship program to become a certified mediator.

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 and NY Office of Court Administration
- 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

Required Qualifications

- Demonstrated commitment to New York Peace Institute's mission and values, including fostering 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
- Demonstrated ability to handle sensitive information with discretion and maintain confidentiality
- Excellent time management and organization skills and ability to prioritize work
- Attention to detail and problem-solving skills
- Proficiency in relevant computer applications and office software
- Comfort with remote work tools and virtual communication platforms
- A team player who is adept at taking direction from multiple team members
- Eligibility 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

Don't meet every single requirement? That's Ok. We believe in growth and learning. If you're enthusiastic about this position and believe you have the potential to excel, we encourage you to apply, even if you don't meet all the qualifications.

Compensation & Benefits

At NYPI, we strive for equitable compensation that reflects the importance of your work aligned with our mission to empower communities through conflict resolution. Our salary ranges have been carefully determined through a comprehensive process and are benchmarked against similar-sized NYC nonprofits and dispute resolution centers. The salary range for this position is \$45,000 - \$55,000. Your offer within this range will be based on your relevant experience, skills, and qualifications. Ours is a balanced compensation package aimed at supporting employee well-being and professional growth.

We 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

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: August 1, 2024

How to Apply:

Please submit a **brief cover letter and resume** to family@nypeace.org. Please write **Program Associate, Family Team in the subject line.**