

Job Title: Program Associate, Restorative Justice
Team: Restorative Justice Team
Location: New York City (“Hybrid” Work Model, with at least one full day in-office per week)
Type: Full-time Role

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

Position Summary

Program Associates at New York Peace Institute provide administrative and operational expertise and capacity to support specific programs. The Program Associate supports all aspects of the program, including client intake, case setup, mediator assignment, debriefs, dispositions, data input and utilization, and client management. They also maintain relationships with partners and support volunteer needs, guiding them through program requirements. This role supports the implementation of Restorative Justice practices, including Circles, community conferences, and restorative mediation sessions, and assists with training and manages invoicing for RJ engagements. In addition, all Program Associates support outreach activities, build new partnerships for the team and help to manage relationships with clients and supporters. NYPI's RJ team works closely with and supports NYPI's Training and Organizational Conflict Consulting Teams. Opportunities for professional development in the areas of restorative practices, mediation, training, and conflict resolution will be available.

Ideal Candidate Profile

The ideal candidate for this role:

- Is mission-driven and passionate about peaceful conflict resolution
- Demonstrates strong interpersonal skills and emotional intelligence
- Is detail-oriented with excellent time management abilities
- Shows initiative and can work independently while also being a collaborative team player
- Adapts quickly to changing priorities and thrives in a dynamic environment
- Is comfortable with technology and eager to learn new systems and tools
- Demonstrates cultural competency and a commitment to diversity, equity, and inclusion
- Is an effective communicator, both verbally and in writing
- Approaches challenges with creativity and a problem-solving mindset
- Is passionate about community-building and restorative practices
- Shows creativity in developing and implementing restorative justice programs
- Has strong facilitation skills and is comfortable speaking in public

Responsibilities

Program Implementation (80%)

- Facilitate and coordinate the delivery of client services, including intakes, mediator staffing, scheduling pre-sessions, mediations, debriefs, and drafting, tracking, and reviewing related documents

Job Description

- Provide administrative support for the RJ Team, including registration for trainings, vendor management, overseeing supplies and materials, filing (electronic and print), and customer/client relationship management
- Manage the invoicing process for RJ engagements
- Support team members as needed to implement programs and manage caseload
- Support NYPI trainings in conflict resolution and restorative practices
- Once Program Associate has sufficient training, mediate, coach and/or facilitate RJ processes, including circles and community conferences, to support the organization as needed
- 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 protocols for remote work or as otherwise needed
- Support the development of new programs and refinement of current programs in collaboration with the Senior Program Manager
- Support data collection and utilization efforts by preparing program surveys and collecting and organizing responses
- Create and update promotional materials (website, social media, flyers)
- Support volunteers as needed

Partnership Management & Community Outreach (10%)

- Cultivate and support 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
- Attend community events and outreach fairs to educate community members about NYPI's RJ services
- Share information and respond to inquiries to encourage community members to use NYPI services and seek new partner relationships
- Maintain up-to-date information on community resources for clients and provide referrals
- Share appropriate case disposition information with referral sources, when appropriate
- Draft and update promotional materials for team
- Draft social media posts and/or brief articles about NYPI's work to post on our website, social media sites and/or share with the press when appropriate

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 of interns and/or AmeriCorps fellows, if needed and applicable

Required Qualifications

- Minimum of one year of administrative experience
- Demonstrated commitment to New York Peace Institute's mission and values, including fostering a diverse, equitable, and inclusive work environment
- Interest in and commitment to restorative justice principles
- High level of cultural competency, including the ability to communicate effectively with people of all backgrounds and cultures
- Excellent organizational, listening, verbal, and written communication skills
- Demonstrated ability to handle sensitive information with discretion and maintain confidentiality
- Critical thinking and ability to apply policies and procedures into action
- Ability to coordinate among various stakeholders to complete projects and activities
- Proficiency in relevant computer applications and office software including Microsoft Outlook, Canva and Google Drive
- Comfort with remote work tools and virtual communication platforms
- Able to work independently within a team-based environment and adapt responsibilities according to program needs
- 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
- Proactive problem solver
- Prior experience working with volunteers
- Knowledge of and/or experience with restorative justice theory and/or practices
- Experience in community outreach or engagement

Compensation & Benefits

At NYPI, we strive for equitable compensation that reflects the importance of work aligned with our mission to empower communities through conflict resolution. The salary range for this position is \$45,000 - \$55,000, based on our comprehensive benchmarking process against similar-sized NYC nonprofits and dispute resolution centers. All starting salaries are based on relevant experience, skills, and qualifications.

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

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 Institute 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.

Please apply with your resume and cover letter sent to RJ@nypeace.org, and feel free to reach out with any questions.