

# Job Description

**Job Title:** Program Associate  
**Team:** Community and Civil Court  
**Location:** Brooklyn and Manhattan ("Hybrid" Work Model, with two days in-office every week, and also in court)  
**Type:** Full-Time (Salaried, Exempt, 35 hours per week)

## 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 address 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

This position provides administrative and operational expertise and capacity to support Community, Housing, and Civil Court 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 for cases mediated in court and out of court. They also maintain relationships with partners and support volunteer needs, guiding them through program requirements. This position reports either to the Manager of Community and Civil Diversion Programs or to the Manager of In-Court Mediation Programs.

## 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
- Has a strong interest in civil law and consumer protection
- Is detail-oriented and able to navigate complex legal processes
- Demonstrates patience and persistence when dealing with challenging cases

## 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 oversight and support of volunteer mediators in Small Claims Court and mediate cases, as necessary
- Support the development of new programs and refinement of current programs in collaboration with the Program Manager
- Support team members as needed to implement programs and manage caseload
- Once training is complete, mediate or coach cases to support the organization and/or new mediators as needed
- Collect, implement, and conduct data entry for 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 protocols for remote work or as otherwise needed
- Support volunteers as needed
- Serve as a neutral practitioner, when needed for cases mediated in court and out of court
- Implement and refine program(s) to ensure alignment with client needs, community needs, and the organization's goals

## **Partnership Management & Community Outreach (10%)**

- Support relationships with external partners
- Conduct outreach and educational presentations for existing and potential new partners or clients to promote civil, community, and lemon law mediation services
- Attend regular meetings related to relevant programs as needed
- 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
- Coordinate with NYC Civil Court system and relevant community organizations

## **Program Education (5%)**

- Support development and implementation of program-relevant trainings and roundtables for volunteer mediators and apprentices
- Train to become a practitioner in the ADR field

## **Organizational Support (5%)**

- 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**

- Typically requires 1-2 years of relevant experience and mission alignment
- Demonstrated commitment to New York Peace Institute's mission and values, including fostering a diverse, equitable, and inclusive work environment

# Job Description

- 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
- 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
- Familiarity with or willingness to learn about civil court processes and consumer protection laws

## Preferred Qualifications

- Bachelor's degree or equivalent work experience
- Prior work experience in a NYC-based, mission-driven organization
- Previously taken a basic mediation training course
- Experience with conflict resolution practices or case management
- Prior experience working with volunteers
- Experience with NYC Civil Court system or legal environment
- Knowledge of consumer protection laws and regulations

## 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 \$50,000 - \$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.

# Job Description

To apply, please send your resume and CV letter to [cphillips-jones@nypeace.org](mailto:cphillips-jones@nypeace.org)