

Job Description

Job Title: Program Associate
Team: Family
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

The Program Associate is responsible for general administrative support for the Family Team programs, including Co-Parenting, Surrogate's Court, Divorce, and Special Ed mediation. This position will report directly to a Family Team Coordinator. Program Associates are expected to complete our Basic Mediation Training and Apprenticeship program to become certified mediators and assist with mediations, when needed. The Program Associate will be responsible for the following:

Program Implementation (60%)

- Conduct intake process for cases, obtain necessary mediation documents, schedule mediations (in-person/remote), and enter case notes into Caseload Manager (CLM) database.
- Provide administrative and operational expertise such as scheduling appointments, maintaining calendars, setting/starting ZOOM meetings, and sending client documents for signature via PandaDoc for Family Team programs.
- Schedule screenings for domestic violence prior to mediation.
- Respond to general phone and online inquiries regarding NYPI services.
- Coordinate interpretation/translation services for relevant programs, when needed..
- Prepare vouchers and reports for relevant programs (Special Ed and Family Court Co-parenting).
- Gather program data for program analysis.
- Contribute to relevant program status reports for management, donors, and board members.
- Train to become a practitioner in the Alternative Dispute Resolution (ADR) field.
- Train to become proficient in Domestic Violence screening, as needed.

Program Education (10%)

- Support development and implementation of program-relevant trainings and roundtables for volunteer mediators and apprentices.
- Schedule meetings, prepare materials and share feedback for topics.

Partnership Management & Community Outreach (20%)

- Share information and respond to inquiries to encourage community members to use NYPI services and seek new partner relationships.
- Conduct and support outreach presentations and participate in tabling for in-person outreach events.
- Maintain up-to-date information on community resources for clients and provide referrals, when needed.

Job Description

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.

Required Qualifications

- Bachelor's degree or equivalent work experience
- One to two years' work experience in the field or related area
- Excellent organizational, listening, oral and written communication skills
- Excellent time management skills and ability to prioritize work
- Attention to detail and problem-solving skills
- Strong computer literacy
- High level of cultural competency (the ability to communicate and interact effectively with people across cultures who have varying beliefs)
- Must be a team player and open to learn new skills

Preferred Qualifications

- Prior work experience in a mission- and culture-driven organization
- Able to work independently within a team-based environment, and be willing to adapt responsibilities according to program needs

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.

To apply, please send your resume and CV letter to SNichol@nypeace.org