

**Job Title:** Program Coordinator, Special Education  
**Team:** Family  
**Location:** New York City ("Hybrid" work model with at least two days in-office every week)  
**Job Type:** Full-Time (Salaried, Exempt, 35 hours per week)  
**Date:** January 2026

## 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

New York Peace Institute is seeking a Program Coordinator to join our Family team and help to shape the future direction of our disability-related mediation programs, including Special Education, Early Intervention, and ACCES-VR mediation programs. Our ideal candidate will have at least three years of mediation experience and knowledge and/or familiarity with the special education field. This is an ideal role for someone who is a skilled mediator and conflict resolver, with a deep commitment to developing and leading community-based disability-related mediation programs. The Program Coordinator is responsible for oversight of New York Peace Institute's Special Education, Early Intervention, and ACCES-VR mediation programs. This position will work closely with and support the Family team and will report directly to the Associate Director of Family Programs.

The Program Coordinator will be responsible for the following:

## Program Implementation (50%)

- Facilitate and coordinate, and oversee delivery of client services, which includes conducting client intakes; overseeing mediator staffing of cases; scheduling cases; conducting pre-sessions, mediations and debriefs; and drafting and tracking relevant documents.
- Mediate some cases, individually and with Apprentices, including Special Education, Early Intervention, and ACCES-VR cases.
- Support the development of new programs and refinement of current programs in collaboration with Associate Director, other Family team members and/or Managing Director of Programs.
- Support Family Program team members and direct reports, if any, as needed to implement programs across the family services portfolio and manage caseload.
- Input and oversee data entry and maintain digital files for relevant cases/programs.

- Contribute to relevant program status reports for stakeholders, management, donors, and board members, as needed.
- Build personal knowledge about relevant law and trends in Special Education, Early Intervention, and other relevant fields.
- Review and maintain program quality, implementing adjustments as needed in collaboration with Associate Director and entire Family team.

#### **Program Education (20%)**

- Create, refine, and update curriculum, manuals, and other materials for continuing education and support of trained volunteer mediators.
- Support development and implementation of program-relevant trainings and roundtables for volunteer mediators and apprentices.
- Support volunteers, including program Apprentices and their needs and development, and guide them through the program.

#### **Partnership Management & Community Outreach (20%)**

- Build and maintain relationships with external partners including New York State Dispute Resolution Association (NYSdra) NYC DOE, schools, community partners, etc. for relevant mediation programs, including Special Education and Early Intervention.
- Conduct outreach and educational presentations for existing and potential partners.
- Attend regular meetings as needed per program.
- Share information and respond to inquiries to encourage community members to use NYPI services and develop new partner relationships.
- Stay current with trends by attending program-related events, researching other programs and/or writing about and promoting NYPI's programs.

#### **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.
- Supervise associates, interns, and/or AmeriCorps fellows, if needed and applicable, and support and coach any direct reports.

#### **Required Qualifications**

- Two to three years of experience with conflict resolution practices and/or specific program expertise
- Experience in program management and development
- Excellent organizational, listening, oral and written communication skills
- Critical thinking skills
- Ability to incorporate theoretical knowledge in program policies and procedures
- Ability to coordinate among various stakeholders to complete projects and activities
- High level of cultural competency (the ability to communicate and interact effectively with people across cultures who have varying beliefs)

## Preferred Qualifications

- Experience as a mediator
- Knowledge of the Special Education system in New York State
- Prior work experience in a mission- and culture-driven organization
- Able to work independently within a team-based environment, and 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 \$55,000 - \$62,000, 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.

## How to Apply:

Please submit your cover letter and resume to [Family@nypeace.org](mailto:Family@nypeace.org). Please write *Coordinator, Family Team* in the subject line. Due to the high volume of applications received, only those selected for an interview will be contacted.