



Job Title: Program Manager, Civil In- Court Mediation
Team: Civil and Community Program
Location: New York City ("Hybrid" Work Model - 2 days in office per week, with regular on-site presence required at Brooklyn and Manhattan Civil Courts, including 1-2 evenings per week)
Job 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 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

The Manager, Civil In-Court Mediation reports to the Director of Programs and works collaboratively with the Manager of Community and Diversion Programs. The Manager oversees all mediation services conducted on site in Small Claims Courts in Brooklyn and Manhattan, and is responsible for large-claim cases referred for remote mediation by Civil and Supreme Courts. The Manager serves as the primary relationship contact with external stakeholders (court staff and the ADR Civil Court Coordinator), supports staff and volunteers in court, and leads mediation trainings and on-site court apprenticeships. This position plays a crucial role in program development, implementation of NYPI's values and DEI efforts, and contributes to the organization's overall strategic goals.

Ideal Candidate Profile

The ideal candidate for this position possesses:

- Experience mediating civil court cases and is an approved NYPI mediator
- A passion for conflict resolution and a commitment to NYPI's mission and values
- Strong leadership qualities with the ability to inspire and mentor team members
- Excellent interpersonal skills and cultural competency to work effectively with diverse stakeholders
- Adaptability and innovative thinking to respond to changing program needs
- Strong emotional intelligence and empathy
- Ability to work both independently and collaboratively in a fast-paced environment
- Resilience and problem-solving skills to navigate complex situations
- A growth mindset and commitment to continuous learning and improvement
- Ability to develop curriculum and conduct Civil Court mediator trainings for both in-court and remote mediation services

Key Responsibilities

Program Implementation (30%)

- Facilitate, coordinate, and oversee delivery of client services (i.e., intakes, mediations, debriefs) in Civil Courts in Brooklyn and Manhattan.
- Supervise mediators in court by assigning cases and providing ongoing support.
- Support the development of new programs and refinement of current programs
- Mediate or coach cases to support organization and/or new mediators as needed
- Oversee on-site court apprenticeship and coordinate cohorts of mediators in training with staff or volunteer mentors
- Contribute to relevant program status reports for management, donors, board members and court staff
- Review and maintain program quality, implementing adjustments as needed
- Support data management by entering cases as needed and overseeing program staff in data management responsibilities

Team Management & Organizational Support (30%)

- On-going management and supervision of Program Coordinator and Program Associate staff by conducting regular 1:1 check-ins, team meetings and annual performance reviews
- Create and uphold an organizational culture in keeping with NYPI Values, and Commitments to DE&I
- Cover for team members and direct reports (program coordinators) as needed to implement program and manage caseload
- 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
- Hire, onboard, and manage coordinators, associates, interns, and/or AmeriCorps fellows, if needed and applicable

Partnership Management & Community Outreach (20%)

- Cultivate, develop and maintain relationships with external partners and court staff for Civil Court Programs
- Conduct outreach and educational presentations for existing and potential new partners or clients
- Attend regular meetings and subcommittees as related to relevant programs as needed
- Share information and respond to inquiries to encourage community members to use NYPI services and see new partner relationships
- Maintain up-to-date information on civil court and provide referrals, when needed

Program Education (20%)

- Develop and lead program-relevant trainings and roundtables for volunteer mediators, apprentices, and law school students
- Develop/refine curriculum and deliver trainings for in-court mediation and remote mediation for Small Claims Court cases.
- Develop curriculum for in-court apprenticeship and oversee implementation.

Required Qualifications

- Certified mediator according to the standards of the New York State Office of Court Administration
- 5-10 years of experience with conflict resolution practices and specific program expertise
- Prior team and people management experience
- Excellent organizational skills, including high attention to detail
- Proven track record of building and maintaining relationships with external stakeholders
- Strong program management skills with ability to oversee multiple initiatives simultaneously
- Superb listening, oral, and written communication skills
- Demonstrated commitment to diversity, equity, and inclusion
- Eligible to work in the United States

Preferred Qualifications

- Bachelor's degree and advanced legal degree or experience working in the legal system
- Specialized work experience in mediation and/or conflict resolution more generally
- Prior work experience in a NYC-based, mission-driven organization
- Experience with NYC Civil Court system or legal environment
- Familiarity with legal concepts and procedures (e.g., attended law school)
- Experience in curriculum development and training facilitation
- Proficiency in a second language relevant to NYC communities

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 \$63,000 - \$80,000 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
- Complimentary training on a wide range of topics

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.