



Job description

Surrogate's Court Mediation Program Coordinator

Westchester and Bronx Counties

CLUSTER Community Services (CLUSTER) is a 501©3 non-profit social service agency established in 1975. CLUSTER's four core program areas are: Mental Health Residential Services, Mediation and Restorative Justice, Youth & Family Programs, and Eviction Prevention Housing Support.

We stand firm as an Equal Opportunity Employer, committed to diversity and creating an inclusive environment for ALL people in ALL aspects of employer/employee relations. Employment decisions are made devoid of discrimination relating to race, religion, creed, sex, color, gender (including gender identity and gender expression), sexual orientation, national origin, ethnicity, marital status, familial status, citizenship status, military or veteran status, genetic predisposition or carrier status, status as a victim of domestic violence, age, disability, or any other category protected by law.

Job Summary: We are seeking a highly organized and detail-oriented Mediation Program Coordinator to join our team to head our Surrogate Court mediation program for Westchester and Bronx Counties. The successful candidate will be responsible for coordinating with court personnel in assessing the viability of mediation for a potential case; conducting intakes with parties and attorneys for mediation cases and gathering the necessary paperwork, scheduling mediations, maintaining accurate records of mediation cases, assisting with report preparation, maintaining correspondence with clients, mediators, courts and supervisors, and reporting to the court as scheduled. They will also maintain and grow, as needed, a roster of trained, vetted, certified mediators; coordinate an apprenticeship for new mediators; and offer opportunities for continued mediation education. Additional tasks may be assigned by the Family Mediation Supervisor and Program Director.

Key Responsibilities:

- Beginning July 1, 2026: Attend Court Calendar calls in Westchester to participate in case conferences as requested by court personnel and on an as needed basis
 - New Rochelle on Tuesday/Wednesday from 9:30-12:30
 - White Plains on Tuesday from 10-12
 - Yonkers on Thursday from 9:30-12
- Staff Rockland office
- Conduct intake conversations with parties and counsel
- Gather mediation paperwork from attorneys and parties
- Keep court updated with status of ongoing mediation matters
- Assist with the preparation of reports as assigned by the supervisor.
- Maintain correspondence with parties, attorneys, mediators, court attorneys, judges and supervisors
- Mediate cases virtually and/or in person
- Maintain accurate records of mediation cases, including case information and case activity log
- Update State (CLM) and Court (SharePoint) databases for every case at beginning and during the duration of case
- Report to the court as scheduled or requested
- Perform other tasks assigned by the Supervisor and Mediation Program Director.

Qualifications:

- Juris Doctor preferred; Bachelor's Degree; Knowledge of Surrogate Court practice
- Dispute Resolution training and/or Mediation training
- Team player and ability to work independently.
- Bilingual in Spanish and English a plus
- Collegial attitude.
- Highly organized with strong attention to detail.

Skills and Abilities:

- Excellent oral and written communication and interpersonal skills.
- Strong organizational and time management skills.
- Ability to handle sensitive information with confidentiality.
- Proficiency in Microsoft Office Suite and other relevant software.

Work Environment:

- Collaborative and supportive team environment.
- Opportunities for professional development and growth.

Reports To:

Supervisor of Family Mediation and/or Deputy Executive Director

Position Details:

- Part time position. *Up to 25 hours per week*
- Compensation: Between \$34.50 and \$38.50 based on prior experience + some earned benefits

Benefits:

- Employee assistance program
- Paid time off

Work Location:

Hybrid- In-person/Off-site/In-court