



**Position:** Case Manager, Homebase Community Support Services (HCSS)  
**Location:** Bronx, NY  
**Reports to:** Program Director, Homebase Community Supportive Services (HCSS)  
**Hours:** FT, 40 hours/week, some evenings/weekends required

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### **About Jericho Project**

Jericho Project is a nationally-acclaimed nonprofit ending homelessness at its roots by enabling homeless individuals and families to attain quality housing, employment and mental and physical health services. The 34-year-old nonprofit serves over 2,500 individuals, including 700 veterans, annually. Jericho has been a key partner in New York City's initiative to end veterans' homelessness, and is leading bold, innovative strategies to do the same for families and young adults.

Our programs touch four cornerstones of a person's life: housing, employment, wellness and family stability. We create a culture of "moving on" through a foundation of housing and supportive services provided by expert program specialists and case managers.

We have over 400 units of supportive housing including 7 residences in the Bronx and Harlem, as well as scatter-site apartments throughout NYC. A new residence at Walton Avenue in the Bronx is under construction.

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### **About the Position**

Jericho Project is seeking a full time Case Manager for the Homebase Community Support Services (HCSS) which is a new partnership with HELP USA's Homebase Program. The Case Manager will work with homeless households to provide enhanced case management services with the goal of preventing homelessness and ensuring housing stability.

#### **Responsibilities:**

- Provide enhanced case management services in the office and at field/home visits using evidence based practices such as Critical Time Intervention and Motivational Interviewing;
- Conduct assessments and program intakes for households seeking Homebase services;
- Ensure data is accurate and complete and that all required accompanying documentation is collected;
- Develop and update service plans to assist households to maintain permanent housing;
- Identify household's strengths, needs, abilities, and preferences;
- Utilize trauma informed interventions and culturally responsive engagement techniques to assist households with overcoming barriers to housing stability.
- Serve as a liaison between households and community providers;
- Maintain and refer to a network of resources and contacts that will further housing stability plans;
- Identify and make referrals to community resources including but not limited to
- preventive services, long- term case management programs, benefits assistance, mental and physical healthcare, pantries, hospitals;
- Provide referrals, advocacy, and linkages to public benefits including but not limited to healthcare, SNAP, SSI/SSDI, and public assistance;
- Assist with household budgeting and provide referrals for financial counseling as needed;

- Assess households legal needs and make referrals as needed;
- Coordinate with Jericho's Workforce Opportunities department to link households to employment and educational assistance;
- Mediate household and/or landlord-tenant disputes that threaten housing stability;
- Conduct outreach and provide progressive engagement to households identified by Homebase;
- Provide crisis intervention as needed;
- Utilize electronic case management system. Maintain accurate and up-to-date client files;
- Develop and maintain positive relationships with Homebase team, DHS shelter staff, HRA partner;
- Provide crisis intervention as needed;
- Follow documentation requirements as assigned by program leadership;
- Carry out other duties as assigned by Assistant Director or Program Director of Homebase Community Support Services.

**Requirements:**

- A Bachelor's Degree in Social Work or a related field is required.
- Candidate should have at least 2 years' experience working with families and knowledge of the DHS shelter system.
- Candidate must possess superior written and verbal skills.
- Must be computer literate.
- Bilingual - Spanish/English, a plus.

**Compensation:**

Salary is commensurate with experience. Jericho Project offers a comprehensive benefits package.

**How to Apply:**

Interested applicants must submit a cover letter and with salary requirements to:

Human Resources Department  
 Jericho Project  
 Job Code: **Case Manager – Homebase Community Supportive Services (HCSS)**  
 245 W. 29<sup>th</sup> Street, Suite 902  
 New York, NY 10001  
 Fax 646.624.2301  
[careers@jerichoproject.org](mailto:careers@jerichoproject.org)

**No Phone Calls Please.**

*Jericho Project is an equal opportunity employer that does not discriminate in its hiring practices and, in order to build the strongest possible workforce, actively seeks a diverse applicant pool. [www.jerichoproject.org](http://www.jerichoproject.org)*