



**Position:** Case Manager  
**Reports to:** Program Director, Anthony Avenue  
**Hours:** Full Time: 40 hours/week (Some evenings and weekends may be required)  
**Location:** Bronx, New York

---

### **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.

---

### **About the Position**

The Case Manager will be responsible for providing residential and long term support services to homeless and at-risk men and women transitioning into permanent housing. The Case Manager will carry a caseload of approximately 20 to 25 formerly homeless individuals who qualify under the eligibility criteria as proposed by the NYC Department of Homeless Services, NYC Department of Health and Mental Health and HUD.

Case Manager will be required to have frequent contact, but not limited to, weekly or monthly face-to-face meetings, telephone conversations, aftercare contacts, e-mail and other electronic exchange with colleagues is expected.

### **Responsibilities:**

- Provide direct case management services and apartment visits. Case management services will be determined by mental health, substance use Health Factors and other relevant assessments ; developing, implementing and updating person centered service plans; assistance with obtaining public assistance, Social Security benefits/entitlements and other publicly available resources that may be beneficial to the resident.
- Utilize Motivational Interviewing, and Harm Reduction techniques to assist low-income individuals with a history of homelessness, and or substance use disorders, and/or mental health diagnoses
- Act as liaison for the psychiatrist at the program site and manage the appointment times of residents receiving services from the doctor.
- Implement groups with a focus on life skills, education and support, relapse prevention and mental health counseling,

- Complete referrals to medical, mental health, and other outside providers.
- Coordinate and document clinical case management and psychosocial services while also documenting the overall effectiveness of the case management services provided. Case Managers will develop an Individual, Person Centered Service Plan and review the plan periodically for efficacy.
- Collaborate with Workforce Opportunities Staff to assist resident in developing and realizing employment related goals, where applicable.
- Ensure compliance with organizational and funder regulations and documentation.
- Case management assessment and services will be informed by Motivational Interviewing and Harm Reduction approaches.
- Coordinate aftercare services and follow-up contacts for post-discharge updates.
- Conduct outreach and engagement including apartment visits and inspections.
- Participate in community development efforts such as Community Meetings and supporting the residence in establishing partnerships with other providers in the community.
- Work with Property Management staff to assist resident to meet terms of their lease including timely payment of rent and avoidance of any nuisance behaviors.
- Provide all services in a manner that respects cultural differences amongst residents.

### **Requirements:**

- A Bachelor's degree in human services or a closely related field.
- Experience working in homelessness, substance abuse, mental health and/or trauma settings preferred.
- Must possess strong organizational, writing, communication, and computer skills.
- Candidates must be self-starters with the skills and energy to work with high-need individuals.
- Strong engagement and interpersonal skills.
- Some relevant experience working with low-income or homeless populations.
- Be familiar with interventions needed for resident with severe persistent mental health issues.
- Fluent in Spanish is strongly preferred.

### **Compensation:**

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

### **How to Apply:**

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

Human Resources Department  
 Jericho Project  
 Job Code: **Case Manager, Jericho Residence (AA)**  
 245 W. 29<sup>th</sup> Street, Suite 902  
 New York, NY 10001  
[careers@jerichoproject.org](mailto:careers@jerichoproject.org)

**No telephone 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.*