



Position: **Office Manager – Office of Special Programs (OSP)**
Location: Bronx, NY
Reports to: Assistant Director, Housing Placement & Quality Management
Hours: Full-time, 40 hours per week, some evenings/weekends required

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.

With a grant from the U.S. Department of Veteran Affairs (VA), SSVF will assist veterans with prevention and rapid re-housing via a setting of comprehensive supportive services. SSVF will serve very low-income veterans and families who are residing in permanent housing or are homeless and scheduled to become residents of permanent housing within a specified time period. Using a "housing-first" model of service delivery, SSVF aims to address the housing crisis before delving into issues that support long-term housing stability.

About the Position

Jericho Project is seeking an experienced and enthusiastic Program Specialist to join its Office of Special Programs to provide program coordination and support under the VA's Supportive Services for Veteran Families (SSVF) program, Homebase Community Support Services (HBCSS), and Scattered Site program.

Responsibilities:

- Provide office support and coordination to program staff as needed, including correspondence, mailings, usage of office equipment, reserving conference rooms, ordering of office supplies, and distributing and tracking use of petty cash and metro cards.
- Maintain an effective working relationship with external community partners and maintain steady communication and rapport with the program staff.
- Actively assist and participate in all program activities and special events as needed.
- Serve as initial point of contact for SSVF, HBCSS, and Scattered Site programs. Answer phones, conduct pre-screenings to determine initial SSVF eligibility, set intake appointments, and manager calendars.
- Input general updates for veterans referred from Jericho's residences into Salesforce database. Compile and share general updates with Jericho's veteran residences on a weekly basis.

- Attend program staff meetings, veteran group events, taking attendance and notes as required.
- Other job-related duties as assigned by the Program Directors or Assistant Directors.

Requirements:

- High School diploma required; Associate or Bachelor's degree preferred but will consider extensive experience in lieu of education.
- A self-starter with strong organizational, analytical, and problem solving skills.
- Ability to multi-task and manage multiple priorities in a busy work environment.
- Strong writing skills, including formatting, editing, and finalizing letters and forms.
- Thorough knowledge of Microsoft Office applications and other office equipment.
- Good interpersonal skills, working well with others and interacting effectively as a team.
- Willing to participate actively in program and agency special events as needed, be cross-trained and cross-train others in support of program objectives.
- Capable of reading, interpreting, and applying complex data collection guidelines and submitting timely reports effectively using required formats.
- Veterans are highly encouraged to apply.

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: **Office Manager**
245 W. 29th Street, Suite 902
New York, NY 10001
Fax 646.624.2301
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