



**Position:** Program Specialist (SSVF)  
**Location:** New York, NY; travel throughout NYC required  
**Reports to:** Assistant Director, Housing Placement & Data Quality  
**Hours:** Full-time, 40 hours per 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 an experienced and enthusiastic Program Specialist to join its veteran's program team to provide program coordination and support under the VA's Supportive Services for Veteran Families (SSVF) program.

#### **Responsibilities:**

- Collect all data needed to satisfy reporting requirements for the SSVF program.
- Enter Temporary Financial Assistance information into AWARDS database for reporting and tracking.
- Create client records for all clients using demographic information into Salesforce database. Input general updates for veterans referred from Jericho's residences.
- Maintain an effective working relationship with external community partners and maintain steady communication and rapport with the program staff.
- Efficiently compile, format and submit information regarding program outcomes, clients referred, clients enrolled, and ineligible clients to program management on a monthly basis. Share general updates with Jericho's veteran residences on a weekly basis.
- Actively assist and participate in all program activities and special events as needed.
- 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.
- Serve as initial point of contact for SSVF program. Answer phones; conduct prescreening to determine initial eligibility, set intake appointments, and manager calendars.

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

**Qualifications:**

- Associates degree in human services or an administrative support, business or related field, and two years of full time experience in an office environment performing coordinating functions in support of a human services program, preferred. Extensive experience may be substituted for the education requirement.
- 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: **Program Specialist**  
245 W. 29<sup>th</sup> 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](http://www.jerichoproject.org)*