



Position: **Program Director – Workforce Opportunities (WfO)**  
Location: Bronx, NY  
Reports to: Deputy Chief, Workforce Opportunities and Quality Management  
Hours: Full-time: 40 hours/week (some evenings/weekends required)

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### **About Jericho Project**

Inspired by the belief that transformation can occur in every individual, Jericho Project was founded in 1983 to help New York City address and end homelessness among men, women, and families. Jericho Project steadfastly works to advance its mission by creating a community that inspires individual change, fosters sustainable independence, and motivates men and women to reach their greatest potential.

In its 33-year history, Jericho has grown from its genesis as a small housing program to a comprehensive agency providing over 400 units of supportive housing, as well as significant life-changing services to over 2,000 homeless and at-risk adults and children throughout New York City.

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### **About the Position**

Jericho Project is seeking a dynamic Program Director for its Workforce Opportunities Department (WfO). Candidates must have proven track record of successfully managing workforce development operations in a not-for-profit setting and delivering desired performance outcomes. The successful candidate is a visionary leader who builds strong partnerships with workforce practitioners and housing services providers to maximize the resources available to the vulnerable adults and young adults in Jericho programs. This position will have hands-on day-to-day management and supervisory responsibilities in the following areas:

#### **Responsibilities:**

##### **Program Management:**

- Manage the daily operations of Jericho's WfO program in multiple non-residential programs and Supportive Housing facilities designated for at-risk and homeless adults and young adults.
- Monitor and coordinate all phases of the program operations and service delivery, including outreach and recruitment, enrollment; client engagement, job readiness training, job search assistance, job placement, and job retention.
- Prepare, review, and analyze data and reports to evaluate level of service and program quality and recommend improvement plans.
- Manage programs to ensure that performance outcomes are fully met.
- Maintain presence and active engagement in the Network of young adult service providers, Supportive Housing, and Workforce Development practitioners.
- Develop and implement effective outreach strategies to link at-risk young adults to WfO services; monitor the volume of referrals and manage outreach activities to meet enrollment targets.
- Drive program agenda in line with WfO departmental goals and participate in quality improvement planning and process.
- Provide support to the integration of interdisciplinary perspectives in the service

planning and delivery process.

- Initiate and attend joint case conferencing sessions and monthly meetings with site directors and the case management team.
- Assist in the development and evaluation of WfO new initiatives.
- Facilitating career and education workshops as required.

#### Staff Management and Supervision:

- Build and lead a high functioning team of Career Counselors focused on the delivery of pre- and post-employment services informed by Supported Employment principles.
- Provide direction and oversight to 5-7 Career Counselors.
- Train, coach and guide Career Counselors on the implementation of Motivational Interviewing technique and client-centered service planning in the WfO service delivery process.
- Assist Career Counselors to improve work products, e.g., resumes and progress notes, as well as case management interviewing skills.
- Evaluate staff training needs; identify resources for training and ensure staff participation in required training.
- Develop meeting agendas and hold weekly meetings with individual staff in various sites. Hold monthly team meetings.
- Complete written performance evaluations as required.
- Communicate and monitor compliance with Jericho Project's Code of Ethics and Human Resources policies and procedures.

#### Administrative and Compliance:

- Implement internal monitoring processes for quality assurance of electronic and manual case records.
- Ensure that recordkeeping for administrative and client records meet the requirements of auditing agencies.
- Monitor and ensure timely data input and accuracy of information in Jericho's Electronic Case Management system.
- Submit reports as required by the supervisor and Jericho executive team.
- Troubleshoot systems problems to ensure office technology is consistently operational.
- Assist in developing proposals; obtain linkage agreements from partnering agencies as requested by Jericho's Development team.
- Manage client services funds and accounts (petty cash, MetroCards).
- Attend monthly departmental meetings and weekly meetings with supervisor.

#### **Requirements:**

- Master's Degree required.
- Must have superb not-for-profit program management skills and strong commitment to helping service recipients achieve positive outcomes.
- Prior program management and supervisory experience in social services and/or workforce development is required.
- Working knowledge of substance abuse, mental health, and homelessness is strongly preferred.
- Experience in Salesforce, Motivational Interviewing practices, and person-centered service planning is desirable.
- Bilingual (Spanish) is 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: **Program Director – Workforce Opportunities**  
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](http://www.jerichoproject.org)*