



**Position: Case Manager (RRH)**

Location: New York; travel throughout NYC may be required

Reports to: Assistant Director, RRH

Hours: Full-time, 40 hours per week, some evenings/weekends required

---

### **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.

Our mission is to end homelessness at its roots by creating a community that inspires individual change, fosters sustainable independence, and motivates men and women to reach their greatest potential. Jericho provides 385 units of supportive housing to formerly homeless and at-risk men and women through seven congregate supportive housing residences in Central Harlem and the Bronx and a 100 + units Supportive Apartment Program in the Bronx. Over 70 units in both congregate and scatter-site settings are targeted exclusively to homeless and low-income veterans through our Veterans Initiative. Another 430 veterans, under Supportive Services for Veteran Families (SSVF) will be assisted, specifically those veterans in transition and whom are “at risk” of facing homelessness. Jericho will also serve 65 homeless individuals through its new Rapid Re-Housing (RRH) program that works with veterans ineligible for SSVF, young adults, and single adults.

With a grant from Housing and Urban Development (HUD), the RRH program will assist homeless veterans, young adults, and single adults with rapid-rehousing via a setting of comprehensive supportive services. RRH will serve very low-income young adults, adults over the age of 24, and veterans who are homeless. Using a “housing-first” model of service delivery, the program 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 driven case manager for the RRH Program. The Case Manager will be responsible for providing rapid re-housing services to veterans, young adults, and single adults. The Case Manager will carry a caseload of approximately 30 participants.

Case managers will be required to have frequent contact, but not limited to, weekly or monthly face-to-face meetings, telephone conversations, aftercare contacts and survey distribution, e-mail, and other electronic exchange with each participant on his or her caseload, depending on the need for services and post-placement support.

### **Responsibilities:**

- Utilize Critical Time Intervention, Motivational Interviewing, and Harm Reduction techniques to assist veterans, young adults, and single adults who are homeless to resolve their housing crises and promote long-term housing stability.
- Conduct assessments and program intakes for individuals seeking rapid re-housing services. Ensure data is accurate and complete and that all required accompanying documentation is collected. Update case notes in electronic case management system in a timely manner;
- Participate in the intake and orientation process of new program participants;

- Provide direct case management services in the office and at field/home visits;
- Develop and update housing stability plans to assist participants to obtain or maintain permanent housing. Identify household's strengths, needs, abilities, and preferences. Utilize a variety of interventions to assist participants with overcoming barriers to housing stability, including increasing income and benefits;
- Assist with housing search and placement. Provide hands-on assistance to enable veteran to find suitable housing, including accompanying veteran to apartment viewings and conducting neighborhood research throughout NYC and surrounding areas. Advocate on behalf of the veteran with landlords and brokers to overcome any issues or challenges to securing suitable housing. Work collaboratively with community housing specialists to identify suitable housing;
- Conduct housing inspections for identified units prior to financial assistance being requested;
- Mediate household and/or landlord-tenant disputes that threaten housing stability. Serve as point-of-contact for landlords and maintain positive landlord relationships;
- Coordinate with Workforce Opportunities team to link participants to employment and educational assistance;
- Identify and make referrals to community resources including but not limited to preventive services, long-term case management programs, benefits assistance, SSI/SSDI, mental and physical healthcare, pantries, hospitals and Homebase to maintain stable housing;
- Become SSI/SSDI Outreach, Access & Recovery Initiative (SOAR) trained, complete applications for SSI/SSDI, and follow up with progress towards obtaining benefits;
- Assist with household budgeting and provide referrals for financial counseling as needed;
- Conduct legal assessments and make referrals as needed;
- Assess participants' need for Financial Assistance and submit completed requests as needed;
- Conduct outreach and engagement to target populations;
- Provide crisis intervention as needed;
- Provide post-placement support and follow-up contacts;
- Utilize electronic case management system. Maintain accurate and up-to-date client files;
- Participate in community initiatives to fulfil Jericho Project's mission to end homelessness;
- Participate in case conferences, staff meetings, and training;
- Carry out other duties as assigned by Assistant Director and/or Managing Program Director.

### **Requirements:**

- Bachelor's degree in human services or a closely related field.
- Experience working in homelessness, substance abuse, mental health and/or trauma settings preferred.
- Experience working with veterans/military, young adults, or LGBTQ populations preferred.
- Knowledge of NYC resources preferred.
- Must possess strong organizational, writing, communication, and computer skills.
- This position includes fast paced case management and some field work. Candidates must be self-starters with the skills and energy to work with high need participants in the community.
- Strong engagement and interpersonal skills
- Veterans are strongly encouraged to apply.
- Qualified veterans are strongly encouraged to apply.

**\*\*Veterans are strongly 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: **Case Manager, RRH**  
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)*