



Position: **Career Counselor – Supportive Services for Veteran Families (SSVF)**
Location: Bronx, NY
Reports to: Program Director, Workforce Opportunities
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

The Career Counselor will provide direct services to program participants in order to help them achieve the highest possible level of employment, educational attainment, and/or other meaningful activity, e.g., paid internship. Career Counselor will work closely with the site director and the case management team to ensure that tenants' employment and educational goals are fully met.

Responsibilities:

- Manage a caseload of about 70 program participants.
- Maintain active engagement in all phases of tenant enrollment in WfO services, from outreach to completion of assessments and service plans.
- Develop creative client engagement strategies and maintain high level of participation in WfO services; conduct, at minimum, bi weekly outreach to all participants and maintain related progress notes.
- Complete employment and educational assessments on all participants; ensure that assessments and service plans are updated twice a year and more often where needed.
- Identify and refer participants to job training programs; HSE, ESOL and other adult literacy programs; college and other higher education programs, as identified in the participant service plans.

- Assist participants in developing a job readiness portfolio, consisting of a resume and cover letter, and assessment of interviewing skills.
- Work closely with WfO's Employment Specialists; respond to job leads within required timeframes; identify and refer participants for matching positions, using the Electronic Case Management system (ECM) and other methods of referral.
- Assist participants in conducting independent job search; identify new job leads as needed and make direct referrals to employers.
- Provide job retention and follow up services to all employed participants for a minimum of two years; offer re-placement services and referrals to training and educational programs as needed.
- Access community resources to aide participants in their job search, job retention and/or re-placement efforts.
- Actively participate in case conferencing sessions with the case management team and the program director.
- Regularly attend the WfO monthly team meetings and supervisory meetings as scheduled and required by the program director.
- Maintain and update participant records in ECM.
- Provide reports on participant engagement, job readiness/job search/education/training activities, and job placement outcomes as required by the program director.
- Other responsibilities as assigned and required by the emerging needs of programs and participants, such as service delivery in multiple sites for multiple programs.

Requirements:

- Bachelor's degree required.
- Knowledge and experience in workforce development as well as service delivery to low-income families are strongly preferred.
- Superior written and verbal communication skills and advanced computer literacy a must.
- Experience providing supported employment services to individuals with disabilities is preferred.
- Knowledge and experience in helping low-income job seekers find and keep jobs
- Working knowledge of Salesforce is highly desirable
- Knowledge and experience in the application of Motivational Interviewing and Person-centered planning preferred.
- Must be able to work and produce desired performance outcomes in a team environment, requiring high levels of collaboration, cooperation, and team work.
- Ability to assist 60 job seekers realize desired employment and job retention outcomes
- Ability to travel throughout the five boroughs a must.

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: **Career Counselor**
 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*