



Position: Assistant Director, Supportive Services (SSVF)

Location: New York, NY

Reports to: Program Director, SSVF

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 36-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 8 residences in the Bronx and Harlem, as well as scatter-site apartments throughout NYC.

About the Position

Jericho Project is seeking an experienced and driven Assistant Director of Supportive Services for SSVF Program. This should be a highly-skilled, client centered individual. This position will directly oversee case management staff and should have an interdependent approach to human services, veteran and military affairs, team building, clinical work, and casework.

Responsibilities:

- Supervise, team-build, coach, and train case management staff.
- Develop staff's competencies in client engagement, case management, assessment, service plans, crisis intervention, and referral resources.
- Ensure accuracy of and timely completion of required case documentation including at a minimum of bi-weekly progress notes, monthly housing stability plans, and 90-day recertification.
- Ensure housing stability plans and goals are implemented as written and updated as needed.
- Ensure Case Managers are working in a Housing First Model and providing appropriate and adequate services after housing placement to address all underlying barriers to maintaining housing.
- Work collaboratively with Assistant Director of Housing Placement & Quality Management to ensure case managers meet data quality requirements and outcome goals for intakes, caseloads, and discharges.
- Work collaboratively with the Assistant Director of Housing Placement & Quality Management to oversee the assessments of entitlements for SSVF participants.
- Participate in the intake and orientation process of new program participants.
- Cooperate with other community organizations and stakeholders in the development of long-term plans for Veterans. Develop and maintain positive relationships with HUD VASH, DHS shelter staff, HRA, DVS, other SSVF grantees, the VA, UJC, Junkluggers, Prime, and other community providers to coordinate referrals and service delivery.

- Expertise in evidence based practices such as Motivational Interviewing, Critical Time Intervention, and Harm Reduction. Take initiative to ensure continued expertise in best practices. Ensure all staff is implementing these practices to enhance their engagement and intervention techniques.
- Provide crisis intervention and de-escalation as needed.
- Participate in programming/clinical supervision, bi-weekly individual supervision, monthly case conferences, staff meetings, management team meetings, and training.
- Ensure assigned staff's compliance with agency time and attendance policy. Enter staff edits into timekeeping system as needed and approve timecards. Enter all time off onto SSVF calendar.
- Assist in the recruitment, selection, training and orientation of new employees.
- Build team morale to ensure staff retention.
- Identify knowledge gaps among team members. Forecast potential problems and present solutions.
- Participate in community initiatives to fulfill SSVF's mission of ending veteran homelessness.
- Carry out other duties as assigned by SSVF Program Director.

Requirements:

- Must have a Master's degree in social work, mental health counseling, or psychology.
- Must have experience working in homelessness, substance abuse, mental health and/or trauma settings (supervisory and/or management experience preferred).
- Must possess superior leadership, critical thinking, written, and verbal skills.
- Must be able to work in a team oriented setting.
- Familiar with AWARDS database.
- Personable and able to work within a client/customer service framework.
- Proficient use of Microsoft Office Suite programs.
- Experience working with veterans/military preferred.

*****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 resume and cover letter with salary requirements to:

Human Resources Department
 Jericho Project
 Job Code: **AD Supportive Services - SSVF**
 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