



Position: Assistant Director – Workforce Opportunities (WfO)
Location: Bronx, NY
Reports to: Deputy Chief, Workforce Opportunities and Quality Management
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 8 residences in the Bronx and Harlem, as well as scatter-site apartments throughout NYC.

About the Position

Jericho Project is seeking a dynamic Assistant Director for its Workforce Opportunities Department. The successful candidate is a visionary leader who inspires both staff and program participants. 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 Workforce Opportunities Program in multiple Supportive Housing programs.
- Monitor and coordinate all phases of the WfO service delivery process, including enrollment; client engagement, job readiness and job search, referral to training/educational programs, job retention, documentation, recording, and reporting.
- Develop and drive a team agenda that results in enhanced service delivery and quality improvement as well as achieving the projected performance goals every year.
- Ensure that WfO performance targets are consistently and fully met.
- Monitor to ensure that assessments, service plans, and progress notes are completed within required time frames.
- Manage the integration project across all Jericho supportive housing programs.
- Initiate and/or attend joint case conferencing sessions, monthly meetings with site directors and the case management team, and the community meetings.
- Identify community resources; develop a network of community partners within workforce development, education, and housing services providers for referrals.
- Network with Workforce Development and Supportive Housing practitioners and represent WfO on related forums and meetings.
- Assist in the development and evaluation of the departmental new initiatives.

- Develop and facilitate career and education workshops; assist and participate in the department-sponsored events.
- Manage staff vacancies and the search process; ensure that vacancies are filled in a timely manner.

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 supervision to 5-7 Career Counselors.
- Onboard new staff and provide support in developing the needed skills and knowledge required to succeed in the position.
- Train, coach, and guide Career Counselors on the application of person-centered service planning and Motivational Interviewing technique 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:

- Develop and implement internal monitoring processes for quality assurance of electronic and manual case records.
- Ensure compliance with auditing agencies' recordkeeping requirements related to administrative and client case files.
- Monitor and ensure timely data input and accuracy of information in Jericho's Electronic Case Management (ECM) system.
- Generate and submit reports as required by the supervisor and the executive team.
- Troubleshoot systems problems to ensure office technology is consistently operational.
- Assist in developing proposals for private and public funding opportunities.
- Manage petty cash account and funds related to client services.
- Attend monthly departmental meetings as well as weekly meetings with supervisor.

Requirements

- Must have a Master's Degree in Human Services. MSW preferred plus four or more years working in the human service field in a similar supportive housing agency.
- Must have excellent management skills and prior work experience providing workforce development programming and services to individuals with histories of homelessness, substance abuse and trauma.
- Knowledge and experience in the application of person-centered planning, Harm Reduction, and Motivational Interviewing is strongly preferred.
- Good communication skills with strong organizational writing and computer skills required.
- Bilingual in 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 resume and cover letter with salary requirements to:

Human Resources Department

Jericho Project

Job Code: **Assistant 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