



**Position:** Rapid Resolution Specialist (SSVF)  
**Location:** New York, NY  
**Reports to:** Assistant Director, Supportive Services  
**Hours:** Full-time/40 hour per week, some evenings/weekends required

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### **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.

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### **About the Position**

The Rapid Resolution Specialist engages with Veterans as they are entering the NYC shelter system, with the goal of preventing immediate homelessness. The Rapid Resolution Specialist will engage veterans in conversation to determine potential immediate housing options that may be temporary or permanent. The Rapid Resolution Specialist should have strong Motivational Interviewing skills. They will be responsible for mediating with eligible veterans, their family, or friends, to accommodate immediate housing options. The Rapid Resolution Specialist will provide case management support for up to 90 days, as well as, track and maintain monthly data reports for the Rapid Resolution component of SSVF.

#### **Responsibilities:**

- Have rapid resolution conversations with veterans entering NYC's homeless system, with the goal of successfully rapidly resolving 10% of veterans assessed. This will include 30<sup>th</sup> Street Men's Shelter and any other points of entry identified.
- Utilize Motivational Interviewing, Mediation skills, Critical Time Intervention, and Harm Reduction techniques to assist low-income veteran families who are either homeless or at imminent risk of homelessness to resolve their housing crises.
- Provide intensive case management services in the office and community to all veterans enrolled in rapid resolution to ensure that they obtain permanent housing within 90 days as agreed upon between Jericho, Veteran, and the host.
- Complete weekly reports to track all required data for Rapid Resolution.
- Conduct intakes in the field with all SSVF eligible veterans whenever possible. Coordinate with Program Specialist and assigned case manager to ensure all SSVF-eligible veterans assessed for rapid resolution are enrolled in SSVF services. Follow up with veterans directly as needed.

- Participate in monthly Rapid Resolution Meetings with all SSVF grantees.
- Develop training plan to onboard Outreach team and train them on Rapid Resolution. Assist with training additional Case Managers if needed.
- Provide support for all other Jericho staff who have Rapid Resolution conversations – including reporting and troubleshooting cases.
- Facilitate monthly Rapid Resolution Learning Sessions for all Jericho staff having rapid resolution conversations. Discuss best practices and review both successful and unsuccessful case examples to ensure Jericho is able to successfully rapidly resolve 10% of veterans assessed.
- Conduct assessments and program intakes for veteran families seeking SSVF services. Ensure data is accurate and complete and that all required accompanying documentation is collected.
- Participate in the intake and orientation process of new program participants.
- Develop and update housing stability plans monthly to assist veteran families to obtain or maintain permanent housing.
- Identify household's strengths, needs, abilities, and preferences. Utilize a variety of interventions to assist veterans with overcoming barriers to housing stability.
- Serve as a liaison between veteran families and community providers. Maintain a network of resources and contacts.
- Identify and make referrals to community resources including but not limited to preventive services, long-term case management programs, benefits assistance, mental and physical healthcare, pantries, hospitals and Homebase to maintain stable housing.
- Provide referrals, advocacy, and linkages to public and VA benefits including but not limited to healthcare, SNAP, SSI /SSDI, VA benefits, and public assistance.
- Assist with household budgeting and provide referrals for financial counseling as needed.
- Assess veteran family's legal needs and make referrals as needed.
- Coordinate with Employment Specialists to link veteran families to employment and educational assistance.
- Mediate household and/or landlord-tenant disputes that threaten housing stability;
- Work collaboratively with SSVF and community housing specialists to identify veteran family's housing needs and preferences. Assist with coordinating housing search and placement.
- Assess veteran family's need for Temporary Financial Assistance and submit completed requests as needed.
- Complete 2010e applications for supportive housing.
- Conduct outreach and engagement to veteran families.
- 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 fulfill SSVF's mission of ending veteran homelessness.
- Participate in case conferences, staff meetings, and training.
- Carry out other duties as assigned by Assistant Director and/or Program Director.

**Requirements:**

- A Bachelor's Degree in Human Services or a related field.

- Strong Motivational Interviewing and Mediation skills.
- Experience working in homelessness, substance abuse, mental health and/or trauma settings preferred.
- Knowledge of NYC resources preferred.
- Candidate must possess superior organizational, written and verbal skills.
- Self-starter with the skills and energy to work with high-need veterans in the community.
- Must be computer literate.
- Strong engagement and interpersonal skills.
- Experience working with veterans/military preferred.

**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: **Rapid Resolution Specialist - SSVF**  
245 W. 29th Street, Suite 902  
New York, NY 10001  
Fax 646.624.2301  
[careers@jerichoproject.org](mailto: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)