



**Position:** Program Coordinator, Veterans Employment Services  
**Location:** Bronx, Manhattan, Queens  
**Reports to:** Program Director, Workforce Opportunities (WfO)  
**Hours:** 40 hours, occasional evening/weekend work.

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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 500 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**

Program Coordinator will provide direct workforce development services as well as program oversight for Jericho's Veterans Employment Program (JVEP) and Supportive Services for Veteran Families (SSVF) in order to help veteran participants achieve their desirable employment, education, and training goals. The Coordinator will work in tandem with the Outreach and Case Management Teams to coordinate referrals and service delivery to veterans.

#### **Duties Include:**

- Plan and implement outreach strategies that result in achieving enrollment goals for JVEP.
- Solidify partnerships with the network of veteran-serving organizations in NYC; attend scheduled network meetings and establish cross-referral systems.
- Monitor and manage program performance and outcomes in various boroughs and locations; ensure program goals for enrollment, job placement and job retention are fully met.
- Provide weekly reports and updates related to client enrollment, engagement, job search activities, job retention follow up and re-placements.
- Initiate project plans for performance improvement and quality management.
- Perform quality assurance to ensure data accuracy and timely completion of documentation related to WfO services in AWARDS.
- Facilitate client referrals to, and communication with, the business development team; troubleshoot problems to ensure appropriate and timely job placements.
- Assist in hiring JVEP career counselors, screen resumes, schedule and conduct interviews.
- Plan and implement the onboarding of new staff; complete performance reviews as required.
- Provide oversight, supervisory coaching, and guidance to Career Counselors.
- Manage a caseload of about 30 program participants in multiple locations and boroughs.
- Complete employment and educational assessments on all participants; ensure that assessments and service plans are updated regularly as required.
- Develop creative client engagement strategies that lead to high level of participation and engagement in WfO services; conduct, at minimum, bi weekly outreach to all participants and maintain related progress notes.

- Identify and refer participants to education and training programs according to their individual 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 timeframe; identify and refer participants for matching positions.
- 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 for all employed participants.
- Conduct, at minimum, monthly post-employment follow up and reconnect veterans to new employment opportunities, where needed.
- Track and monitor employment longevity in temporary/seasonal jobs and re-engage veterans in job search before the termination of their work assignment.
- Ensure that 35% of veterans who secure employment remain employed for a minimum of one year.
- Access community resources to aid Veterans in their job search, job retention and/or re-placement efforts.
- Participate in case conferencing sessions with the site director and the case management team, where needed.
- Attend meetings as required.
- Ensure accurate and timely recording and documentation of outreach, service delivery, and retention follow up in Jericho's data management system.
- Provide client information and data related to enrollment, engagement, and performance outcomes as required.
- Other responsibilities as assigned and required by the emerging needs of programs and clients.

**Qualifications:**

- Bachelor's degree required, Master's preferred.
- Ability to travel throughout the five boroughs a must.
- Knowledge and experience in workforce development, as well as, service delivery to low-income families, Veterans in particular, strongly preferred.
- Must have excellent written and verbal communication skills and advanced computer literacy.
- Working knowledge of AWARDS 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.

**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: **Veterans Employment Services Coordinator**  
 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)