



Position: **Assistant Director – Workforce Opportunities (WfO)**
Location: Bronx, NY
Reports to: Deputy Chief, Workforce
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 550 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 (WfO) 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 placement and retention, documentation, recording, and reporting.
- Develop and drive the workforce development agenda in the supportive housing portfolio, resulting in enhanced service delivery, quality improvement, and reaching performance expectations and outcomes 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.
- Oversee and manage the integration of workforce development and case management services to ensure improved employment outcomes for clients.
- 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:

- Bachelor's Degree required.
- 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. Bilingual (Spanish) is a plus.
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 including health insurance, dental insurance, retirement plan, and four weeks paid vacation.

How to Apply

Interested candidates must submit a resume and cover letter with salary requirement to:

Human Resources Department
Jericho Project
Job Code: **Assistant Director, Workforce Opportunities Program**
245 W. 29th Street, Suite 902
New York, NY 10001
Fax 646.624.2301
careers@jerichoproject.org

No Phone Calls Please.

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