



Position: Case Manager (Life Coach)
Location: Bronx, NY; Travel throughout NYC required
Reports to: Program Director, Walton House
Hours: Full time, 40 hours/week, 11am-7pm Sun; 12pm-8pm Mon-Thur

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 37-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 9 residences in the Bronx, Harlem and Astoria, as well as scatter-site apartments throughout NYC.

About the Position

The Case Manager (known as a 'Life Coach' at this site) will provide case management and service coordination at Walton House, an 89 unit Permanent Supportive Housing program which will house 33 young adults and 56 HUD VASH veterans. Candidates must have experience serving individuals who identify as LGBTQ and also have a history of working with young adult individuals with mental illnesses and substance abuse histories; experience in a supportive housing setting is preferred. A candidate with experience serving veterans is a plus.

The Case Manager will be required to have frequent contact, not limited to, weekly or monthly face-to-face meetings, telephone conversations, e-mail and other electronic exchange with colleagues is expected.

Responsibilities:

- Provide enhanced case management services which will be informed by a Housing First approach in the office and at the resident's home using evidence based practices such as Motivational Interviewing and Harm Reduction techniques.
- Conduct assessments and program intakes all assigned residents.
- Ensure data is accurate and complete and that all required accompanying documentation is collected.
- Develop and update person centered service plans (every 90 days);
- Utilize trauma informed interventions and culturally responsive engagement techniques to assist resident's with overcoming barriers to housing stability and assist them in their community integration to Walton House.
- Identify each resident's strengths, needs, abilities, and preferences.
- Act as liaison for the psychiatrist at the program site and manage the appointment times of residents receiving services from the doctor.

- Provide referrals, advocacy, and linkages to public benefits including but not limited to healthcare, SNAP, SSI/SSDI, and public assistance.
- Maintain and refer to a network of resources and contacts that will further their community integration.
- Implement groups with a focus on life skills, education and support, relapse prevention and mental health counseling,
- Coordinate with Jericho's Workforce Opportunities department to link residents to employment and educational assistance;
- Coordinate aftercare services and follow-up contacts for post-discharge updates.
- Conduct outreach and engagement including apartment visits and inspections.
- Participate in community development efforts such as Community Meetings and supporting the residence in establishing partnerships with other providers in the community.
- Ensure compliance with organizational and funder regulations and documentation.
- Work with Property Management staff to assist resident to meet terms of their lease including timely payment of rent and avoidance of any nuisance behaviors.
- Provide all services in a manner that respects cultural differences amongst residents.

Requirements:

- A Bachelor's degree in human services or a closely related field.
- Experience working in LGBTQ, young adults, veterans, homelessness, substance abuse, mental health and/or trauma settings preferred.
- Must possess strong organizational, writing, communication, and computer skills.
- Candidates must be self-starters with the skills and energy to work with high-need individuals.
- Strong engagement and interpersonal skills.
- Some relevant experience working with low-income or homeless populations.
- Be familiar with interventions needed for resident with severe persistent mental health issues.
- Candidates must be self-starters with the skills and energy to work with in the community.
- Bilingual English/Spanish 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: **Life Coach, Walton House**
 245 W. 29th Street, Suite 902
 New York, NY 10001
 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.