



Position: Assistant Director, Housing, Data and Quality
Location: New York, NY
Reports to: Program Director
Hours: Full-time/40 hour 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 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

Jericho Project is seeking an Assistant Director provide support to its Supportive Services for Veterans and their Families program. This position will help develop and successfully implement quality assurance, program management, veteran and military affairs, team building, housing placement, and supervision.

Responsibilities:

- Directly supervise a team of 3 to 4 housing specialists who will locate, recruit, and develop relationships with landlords and brokers in order to identify suitable apartments in all NYC boroughs for participating SSVF veterans.
- Provide ongoing support, coaching, leadership, and staff development to assist the housing team to ensure they are each making at least 5 placements per month. Document all supervision.
- Problem solve difficult cases to ensure that all veterans are placed into appropriate housing quickly. Facilitate case conferences for veterans who have refused multiple units.
- Coordinate with SSVF Housing Coordinator and other partners to troubleshoot bottlenecks in the housing placement process.
- Provide direct supervision to Housing Coordinator, ensuring that unused housing resources are shared across Jericho's programs and that these placements are tracked.
- Ensure accuracy of and timely completion of required case documentation, including bi-weekly progress notes, for all supervisees.

- Review and approve Temporary Financial Assistance (TFA) requests for rental assistance, security deposit, broker's fees, moving expenses, bedding, and household items and ensuring that all required information and supporting documentation is present in the request.
- Oversee the development of housing plan for all SSVF veterans including assessing for TFA, P3 Shallow Subsidy, and referrals and applications for housing vouchers including SEPS, LINC, City FEPS, HPD, NYCHA, and 2010e.
- Participate in community initiatives, including supplying SSVF Community Coordinator and SSVF Housing Coordinator with required information for weekly meetings and reports. Liaise with VA for all HUD VASH referrals ensuring all required documentation is present, enrolling eligible households, distributing information for Housing Team to complete TFA request, and communicating updates to VA during weekly calls. Complete discharges once case is completed.
- Ensure all veterans are assigned a Housing Specialist and complete a housing assessment within 2 weeks of admission. Maintain active list of veterans looking for housing, their assigned housing specialist, and housing needs/preferences.
- Coordinate with Director of Veterans Outreach to identify SSVF veterans to fill internal housing vacancies.
- Develop relationships with DHS shelter staff, HRA, DVS, HUD VASH, and the VA to confirm the participation of veterans referred to program and coordinate housing placement and services.
- Provide crisis intervention and deescalate situations as needed.
- Participate in bi-weekly individual supervision, monthly case conferences, staff meetings, management team meetings, and training.
- Ensures assigned staff's compliance with agency time and attendance policy. Enter staff edits into timekeeping system as needed and approve timecards; Enter all approved time off onto calendar.
- Complete, maintain, and disseminate all required internal and external reports including housing placement tracker and a monthly dashboard of program data.
- Assists in the recruitment, selection, training, and orientation of new employees.
- Participate in community initiatives to fulfill SSVF's mission of ending veteran homelessness.
- Provide overall quality assurance management for the SSVF program. Coordinate with Director of Government Grants and Data Quality to ensure all staff make needed corrections to data errors; pay particular attention to move in date, discharge destinations, and changes in income/benefits.
- Review and audit case records that are entered into Jericho Project's electronic case management system to ensure adherence to documentation and data standards, along with eligibility requirements. Review all intakes at least monthly and conduct audits on a bi-annual basis. Work closely with Assistant Directors and Director of Veteran Outreach to ensure all staff are accurately entering data and all charts are complete with required supporting documentation.
- Train new hires on the utilization of the electronic case management system.

- Review reports for Subcontractors, enter required data, and work with Program Director to create plan to address any deficiencies or errors.
- Participate in programming/supervision, bi-weekly individual supervision, monthly case conferences, staff meetings, management team meetings, and training.
- Build team morale to ensure staff retention.
- Identify knowledge gaps among team members. Forecast potential problems and present solutions.
- Carry out other duties as assigned by SSVF Program Director.

Requirements:

- Bachelor's degree in social work, mental health counseling, or psychology is required. Master's degree preferred.
- Candidate must have at least two years' experience working with veterans, homelessness, substance abuse, mental health, and/or trauma settings.
- Experience in AWARDS preferred.
- Ability to manage multiple projects and delegate task as needed.
- Supervisory and/or management experience preferred.
- Candidate must possess superior written and verbal skills.
- Candidate must be well-organized and possess multi-tasking skills
- Knowledge of VA, HRA, Social Security, and other public benefits and entitlements.
- Knowledge of NYC and Federal rental subsidies preferred.
- Bilingual Spanish/English 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 Housing, Data and Quality- SSVF**
 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