



Position: Managing Program Director
Location: New York, NY
Reports to: Chief Program Officer
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

The Managing Program Director (MPD) will oversee a portfolio of Jericho Project programs that serve Veterans and Young Adult households (singles and families) with history of homelessness. Programs will provide a variety of supportive services including intake and assessment, case management, housing search and placement, peer mentorship, therapy, healthcare navigation, emergency housing assistance, temporary financial assistance, and employment/benefits services.

The MPD will be responsible for the supervision of 8 management staff leading the following programs: Two programs funding the Veteran's Administration, HUD funded Rapid Rehousing Program, and an affordable housing program.

The position requires a demonstrated ability to manage multiple social service programs to meet the diverse needs of the participants, while meeting the various requirements of the programs, governmental funders, and Jericho Project leadership. The ideal candidate will be a leader with a strong background in program design, policy development and implementation, operational oversight, homeless services, budgeting, performance management, and governmental regulations.

Responsibilities:

- The MPD will be responsible for clinical and administrative supervision of Program Directors and the programs they oversee, as assigned.
- Provide clinical supervision, consultation, direction, and crisis intervention with challenging cases and other incidents.

- Conduct regular and comprehensive evaluations of all programs to track effectiveness and proactively identify needed changes and improvements. Ensure staff meet all deliverables in regard to participants served, case management, data quality, housing placement, clinical outcomes, compliance, and other performance metrics.
- Provide direction, motivation, training, and support to program teams through group and individual meetings. Work with direct reports to develop leadership, project management, and clinical skills.
- Expertise in evidence-based practices is expected (i.e., Motivational Interviewing, Critical Time Intervention, Trauma Informed Care, Housing First, etc.). Implement these practices and interventions and help staff to develop proficiency in order to enhance their engagement techniques.
- Be available for emergency consultation and communication on an “on-call” basis.
- Work with staff to compile accurate and timely reports to both internal and external stakeholders.
- Develop systems for tracking and monitoring all program deliverables through data driven performance management approaches. Participate in the planning, implementation, evaluation, and quality improvement of all Jericho Project programs and services.
- Collaborate with Jericho’s Government Contracts and Quality Assurance Manager to ensure compliance with all governmental, accreditation, and institutional regulations and targets
- Manage spending, revenue, and financial management, ensuring services operate within budgets and contractual guidelines. Provide direct supervision and oversight to Finance Manager who works directly on SSVF and RRH financial assistance and budgets.
- Maintain positive collaborations with Jericho’s Subcontractors in order to fulfill grant requirements and preserve established community partnerships.
- Assists in the recruitment, selection, training, and orientation of new employees.
- Assist with the Jericho Project events and perform other duties that facilitate the delivery of programmatic services for all Jericho participants and former service recipients.
- Participate in community wide initiatives focused on ending veteran and young adult homelessness. Work closely with leaders in DHS, HRA, DVS, CoC and the VA to ensure participants are linked to eligible community resources while also educating staff about resources available.
- Participate in Program Directors meetings to develop and evaluate program services
- Take on additional special projects as requested.

Requirements:

- Master’s Degree in social work, mental health counseling, or psychology is required; licensed clinicians are preferred.
- Must have experience working in homelessness, substance abuse, mental health and/or trauma settings (supervisory and/or management experience required).
- Must possess superior leadership, critical thinking, written and verbal skills.
- Knowledge of Federal and City funders preferred including Department of Veterans Affairs (VA), Continuum of Care/Housing and Urban Development (CoC/HUD), and Department of Health and Mental Hygiene (DOHMH).
- Must be able to work in a team-oriented setting.
- Personable and able to work within a client/customer service framework.
- Refined and well-organized multi-tasking skills.
- Familiarity with AWARDS preferred.
- Proficient use of Microsoft Office Suite programs.

- Experience working with veterans/military/homeless youth 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: **Managing Program Director**
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