



Position: Case Manager, Jericho House
Location: New York, NY
Reports to: Program Director
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 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 Jericho Residence Case Manager will be responsible for providing residential and long term support services to homeless and at-risk men and women transitioning into permanent housing.

The Case Manager will carry a caseload of approximately 25 formerly homeless individuals who qualify under the eligibility criteria as proposed by the NYC Department of Homeless Services and HUD. Case managers will be required to have frequent contact, but not limited to, weekly or monthly face-to-face meetings, telephone conversations, aftercare contacts, e-mail and other electronic exchange with colleagues is expected.

Responsibilities:

- Provide direct case management services which will include developing and updating comprehensive service plans. Coordinate and document clinical case management services while also documenting the overall effectiveness of the services provided.
- Utilize Motivational Interviewing and Harm Reduction techniques to assist low-income individuals with a history of homelessness and/ or substance use disorders and/or mental health diagnoses.
- Provide assistance with obtaining and/or maintaining benefits/entitlements and other publicly available resources that may be beneficial to the resident.
- Implement groups with a focus on life skills, education and support, relapse prevention and mental health counseling,
- Complete referrals to medical, mental health, and other outside providers.
- Accompany resident to medical and/or entitlement appointments, if requested.
- Collaborate with Workforce Opportunities Staff to assist resident in developing and realizing employment related goals, where applicable.
- Ensure compliance with organizational and funder regulations and documentation.

- Conduct outreach and engagement including unit visits and inspections.
- Coordinate aftercare services and follow-up contacts for post-discharge updates.
- Participate in community development efforts such as Community Meetings and supporting the residence in establishing partnerships with other providers in the community.
- 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:

- Bachelor's degree in human services or a closely related field.
- Experience working in homeless, substance abuse, mental health and/or trauma settings preferred.
- Good communication skills with strong organizational writing and computer skills required.
- 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.
- Bilingual is a plus.

Compensation:

Salary is commensurate with experience. Jericho Project offers a comprehensive benefits package.

How to Apply:

Interested applicants must submit a cover letter and with salary requirements to:

Human Resources Department
 Jericho Project
 Job Code: **Case Manager, Jericho House Residence**
 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