



**Position:** Case Manager, HomeBase Community Support Services (HCSS)  
**Location:** Bronx, NY  
**Reports to:** Assistant Program Director  
**Hours:** Full-time/40 hour per week, some evenings/weekends required

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### **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 39-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.

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### **About the Position**

Jericho Project is seeking a driven Case Manager for the Homebase Community Support Services (HCSS) which is a partnership with HELP USA's Homebase Program. The Case Manager will work with households in crisis to provide enhanced case management services with the goal of preventing homelessness and ensuring housing stability.

#### **Responsibilities:**

- Provide enhanced case management services in the office and at field/home visits using evidence based practices such as Critical Time Intervention and Motivational Interviewing.
- Conduct assessments and program intakes for households seeking Homebase services.
- Ensure data is accurate and complete and that all required accompanying documentation is collected.
- Develop and update service plans to assist households to maintain permanent housing.
- Identify household's strengths, needs, abilities, and preferences.
- Utilize trauma informed interventions and culturally responsive engagement techniques to assist households with overcoming barriers to housing stability.
- Serve as a liaison between households and community providers.
- Maintain and refer to a network of resources and contacts that will further housing stability plans.
- Identify and make referrals to community resources including but not limited to preventive services, long- term case management programs, benefits assistance, mental and physical healthcare, pantries, hospitals.
- Provide referrals, advocacy, and linkages to public benefits including but not limited to healthcare, SNAP, SSI/SSDI, and public assistance.

- Assist with household budgeting and provide referrals for financial counseling as needed.
- Assess household legal needs and make referrals as needed.
- Coordinate with Jericho's Workforce Opportunities department to link households to employment and educational assistance.
- Mediate household and/or landlord-tenant disputes that threaten housing stability;
- Conduct outreach and provide progressive engagement to households identified by Homebase.
- Provide crisis intervention as needed.
- Utilize electronic case management system. Maintain accurate and up-to-date client files.
- Provide crisis intervention as needed.
- Follow documentation requirements as assigned by program leadership.
- Carry out other duties as assigned by program leadership.

**Requirements:**

- A Bachelor's Degree in Social Work or a related field.
- Candidate should have at least 2 years' experience working with families and knowledge of the DHS shelter system.
- Candidate must possess superior written and verbal skills.
- Some relevant experience working with low-income or homeless populations.
- Candidates must be self-starters with the skills and energy to work within the community.
- Must be computer literate.
- Bilingual Spanish/English, 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: **Case Manager – HomeBase Community Support Services**  
 245 W. 29th Street, Suite 902  
 New York, NY 10001  
 Fax 646.624.2301  
[careers@jerichoproject.org](mailto: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](http://www.jerichoproject.org)