



**Position:** Housing Retention Coordinator- RRH  
**Location:** New York, NY  
**Reports to:** Program Director  
**Hours:** Full-time, 40 hours per week (some evenings/weekends)

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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 38-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 600 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**

The applicant will be responsible for assisting very low-income veterans, young adults and single adults living at Jericho with obtaining and maintaining safe and affordable housing opportunities.

The incumbent will be responsible for developing and cultivating relationships with landlords and real estate brokers and other specific resources through engagement with community public and private agencies. The Housing Retention Coordinator will also work with immediate young adult and veteran family members, the VA, OHS, DYCD, DHS, NYCHA, HPD AND DTR (Section 8) and other community partners to ensure housing is secured and maintained in a timely and efficient manner. In addition, The Housing Retention Coordinator will assist with the oversight of the Housing Specialist team and property management functions of our 150 participants served in Rapid Rehousing. They will work alongside of the Assistant Directors but will report directly to the Program Director.

### **Responsibilities:**

- Act as the main interface between the tenants, property owners and superintendents, and Jericho program staff with regard for issues related to maintenance of the apartments.
- Conduct review of sites' physical conditions and liaison with Management of building for compliance.
- Maintain up-to-date landlord leases between owners and Jericho Project participants.
- Collect proof of tenant monthly rental payments and savings to distribute to assigned case management staff
- Provide task-oriented supervision regarding housing placements to 3 housing Specialist.
- Ensure timely completion of maintenance and routine work orders and repairs. Maintain a budget for landlord related spending and record any purchasing of maintenance related supplies used for tenants.

- Assist participants in completing landlord and property management housing applications, including helping to secure needed documentation and accompanying participants to housing briefings.
- Schedule and conduct apartment inspections; maintain Housing Quality Standards at all times.
- Advocate on behalf of the participants with landlords and brokers to overcome any issues or challenges to maintaining suitable housing.
- Maintain an excellent customer service relationship with Management companies, residents, vendors, co-workers, Finance department, and the community.
- Writing Temporary Financial Assistance (TFA) requests for RRH assistance with maintenance related supplies
- Facilitate resident move-outs at end of lease or early termination of tenancy in accordance with state law and company standards. Serve as point-of-contact for all landlords; work with case managers and clients to resolve issues affecting client's ability to maintain housing and positive landlord/tenant relationship by answering and trouble-shooting general concerns and or guiding the landlord brokers to the appropriate staff members.
- Assist clients with referrals and applications for housing vouchers including FUP, City FHEPS, HPD, NYCHA and 2010e.
- Help to conduct orientation sessions with new participants to explain housing rules and regulations and lease obligations, as well as housing quality standards and housing assistance policies.
- Maintain and input case notes in AWARDS to reflect services provided in a timely manner.
- Maintain and update tenant information into computer database.
- Other task or duties assigned by supervisor.

### **Requirements:**

- Some college and/or minimum 1-year experience in property management/ real-estate or experience locating housing for clients who have experienced homelessness is required.
- Preferred applicants with brokers license and knowledge of property management related issues such as rent collection, leases and DOB, ECB and HPD housing codes. Ability to work independently and maximize time while conducting field work.
- Experience in social and economic problems related to housing needs for those in a lower income bracket.
- Demonstrated knowledge of challenges faced by special populations, including mental health disabilities, low income and homelessness; experience working in a multi-racial, low-income community preferred.
- Demonstrated interpersonal flexibility, teamwork, customer service aptitude and excellent oral and written communication skills.
- Knowledge of housing subsidies, rules, regulations, and affordable housing industry in NYC strongly preferred.
- Must be willing to travel throughout the NYC 5 boroughs and tristate area and have ability to frequently travel and work in the field. (Estimated 65% percent of travel required)
- Must have reliable means of transportation
- Strong organizational and multi-tasking capability, proven ability to achieve results.
- Proficiency in Microsoft Office Suite required.
- Bilingual in Spanish a plus

### **Compensation:**

Salary is commensurate with experience. Jericho Project offers a comprehensive benefits package including medical, vision, dental and Paid time off.

**How to Apply:**

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

Human Resources Department

Jericho Project

Job Code: **Housing Retention Coordinator- RRH**

245 W. 29<sup>th</sup> 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](http://www.jerichoproject.org)*