



**Position:** Case Manager, Kingsbridge Terrace  
**Location:** Bronx, NY  
**Reports to:** 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 36-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 and Harlem, as well as scatter-site apartments throughout NYC.

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### **About the Position**

The Case Manager will provide direct services to veterans, including those who were formerly homeless with histories of substance abuse, mental illness, PTSD, and those at risk of homelessness. The Case Manager will carry a caseload of approximately 20-30 veterans with the purpose of supporting, counseling and advocating in areas of the individuals' lives requiring assistance such as daily life skills, budgeting, transitioning to civilian life, family re-unification, and referrals to services both internally and in the community.

The Case Manager 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 and apartment visits. Case management services will include mental health and substance use assessments, developing and updating service plans, assistance with obtaining public assistance, Social Security benefits/entitlements and other publicly available resources that may be beneficial to the tenant.
- 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.
- Coordinate and document clinical case management and psychosocial services while also documenting the overall effectiveness of the case management services provided. Case Managers will develop an Individual Service Plan and review the plan periodically for efficacy.
- Collaborate with Workforce Opportunities Staff to assist tenant in developing and realizing employment related goals, where applicable.
- Ensure compliance with organizational and funder regulations and documentation.
- Case management assessment and services will be informed by Motivational Interviewing and Harm Reduction approaches.

- Coordinate aftercare services and follow-up contacts for post-discharge updates.
- Conduct outreach and engagement including apartment visits and inspections.
- 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 tenant 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 tenants.
- Perform other duties as assigned.
- Carry out other duties as assigned by program leadership.

**Requirements:**

- A Bachelor's degree in human services or related field; Master's degree preferred.
- Applicants who are veterans are strongly preferred.
- Must possess strong organizational, writing, communication, and computer 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.
- Experience working with veterans a plus.
- Bilingual 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: **Case Manager – Kingsbridge Terrace**  
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](http://www.jerichoproject.org)