



Position: Program Director

Location: Bronx, NY

Reports to: Managing Program Director

Hours: Full-time, 40 hours per week, Mon-Friday, some weekends/evenings 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 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 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 Program Director will be responsible for the overall development and daily operations of the site. They will be accountable for the supervision of all staff and ensure that clients' case management is ongoing and that charts and records are reviewed and audited frequently. This person must have extensive experience serving individuals with mental illness and substance abuse histories; experience in a supportive housing setting is preferred. The individual must be a visionary leader who can inspire both staff and tenants.

Responsibilities:

- Responsible for the overall quality and provision of services provided to the residents.
- Provide leadership and vision at the site.
- Responsible for program development, implementation, coordination and evaluation.
- Ensure that services are known, accessible to, and inclusive of all potential participants. Service delivery is conducted in a manner that supports a Housing First model including utilization of Harm Reduction, Motivational interviewing, Stages of Change and Trauma Informed Care.
- Oversee compliance with organizational and funding regulations and produce required documentation.
- Develop systems for tracking and monitoring all program deliverables through data driven performance management approaches.
- Oversee data collection, compliance and monitoring for governmental funding, private grants and internal performance management metrics.
- Perform data integrity checks and create plan to address any deficiencies or errors;

- Work with staff to compile accurate and timely reports to both internal and external stakeholders.
- Collaborate with Building Operations Manager to ensure communication and joint planning strategies between Social Services and Property Management through a proactive approach to assist tenants in retaining housing through budgeting, money management and compliance with lease terms.
- Develop or modify site policies and procedures as needed.
- Conduct quality assurance on a monthly basis of all case records.
- Provide weekly clinical supervision, including conducting monthly case conferences and Incident Committee Reviews.
- Provide direction, motivation, training and support to Social Service staff through weekly team meetings.
- Hire, train, supervise and develop a program team with a strong sense of accountability for achieving outcomes for residents and complying with Jericho Project and funder regulations and requirements. Also, train new hires on the utilization of the electronic case management system; when applicable.
- Provide orientation for staff to Jericho Project mission, protocols, and procedures.
- Monitoring and evaluating staff performance.
- Responsible for setting, spending, and monitoring site operating budget to ensure that it is maintained within contractual guidelines.
- Facilitate monthly community meetings and provide direct services to residents as needed, including carrying a small case load, when applicable.
- Participate in Program Directors meetings to develop and evaluate program services.
- Identify resources and develop linkages in the community for clients, such as preventive services, benefits assistance, mental and physical healthcare, financial counseling, pantries, hospitals in order to meet individualized service goals;
- Identify and meet training needs for staff.
- Be available on an “on-call” basis for Social Service emergency consultation.
- Assist with the Jericho Project events and perform other duties including networking with various social service organizations to enhance the delivery of programmatic services for current residents and graduates.

Requirements:

- A self-starter with a Master’s Degree in Human Services. MSW preferred plus four or more years working in the human service field in a similar supportive housing agency.
- Extensive experience working with individuals with substance abuse is a must.
- Clear directorship experience with strong supervisory skills a must.
- Good communication skills with strong organizational writing and computer skills required.
- Ability to manage multiple projects and delegate task as needed.
- Bilingual in Spanish is a plus.

*****Veterans are strongly encouraged to apply*****

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: **Program Director- Loring**
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