



Position: Program Director, Kingsbridge Terrace
Location: Bronx, NY
Reports to: Managing Program Director
Hours: Full-time/40 hour 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 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.

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:

- Participate in hiring, training, supervising, and developing program team with a strong sense of accountability for achieving outcomes for residents and complying with Jericho Project's and funder regulations and requirements.
- Ensure all case records (electronic and paper) are accurate, comprehensive and up-to-date for all residents.
- Monitor staff compliance and provides training and support resources.
- Utilize data to ensure program goals are met and to address trends (both positive and challenging).
- Provide written reports, as required, to Senior Management.
- Develop linkages with community organizations to support the work of the program.
- On-Call availability to participate in managing tenant emergencies.
- Reports to Managing Program Director and assumes responsibilities for all programmatic management.
- Facilitate monthly community meetings and provide direct services to residents as needed.
- In collaboration with property management staff, screen potential tenants for the program and assist with the move-in and program orientation process.
- Assist with rent collection and ensure all staff members support housing stability through a proactive approach to working with tenants around budgeting and money management.
- Assess serious incidents, review appropriateness of incident management and make corrections as needed.

- Responsible for program development, implementation, coordination, evaluation, and quality assurance. This includes identifying knowledge gaps, forecasting problems, and presenting solutions.
- Develop or modify site policies and procedures and 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.
- Conduct quality assurance on a monthly basis of all case records. Ensure bi-annual audits of case records occur.
- Responsible for setting, spending, and monitoring site operating budget to ensure that it is maintained within contractual guidelines.
- Responsible for compliance to the agency time and attendance policy. Ensure staff enter accurate information into timekeeping system, make edits as needed, and approve timecards.
- Ensure the program is in compliance with all Jericho and external funding standards.
- Participate in Program Directors meetings to develop and evaluate program services.
- 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.
- Carry out assignments as provided by the Managing Program Director.

Requirements:

- Master's Degree in Social Work, Human Services or related field required.
- At least five years' experience working in the fields of substance abuse, mental health, and/or homelessness.
- Must be computer literate
- Must have proven supervisory skills including at least three years supervisory experience.
- Must possess superior written and verbal skills
- Understanding of Harm Reduction, Motivational Interviewing, and Housing First
- Must have strong engagement and interpersonal skills.
- Must possess strong organizational, writing and computer skills.
- Bilingual in Spanish 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: **Program Director – 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