



TITLE	Senior Case Manager	FLSA STATUS	Non-Exempt
LOCATION	New York, NY	JOB TYPE	Regular Full Time
REPORTS TO	Program Director	DEPARTMENT	SSVF

ABOUT THE POSITION:

The Case Manager will be responsible for providing rapid re-housing and homelessness prevention services to low-income veteran families. 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 and survey distribution, email and other electronic exchange with each veteran on his/her caseload, depending on the need for services and post-placement support.

RESPONSIBILITIES:

- Assist with team-building and training case management staff housing specialist, and outreach specialist.
- Utilize Housing First, Critical Time Intervention, Motivational Interviewing, Harm Reduction, Military Cultural Competence, and Mental Health First Aid techniques to assist low-income veteran families who are either homeless or at imminent risk of homelessness to resolve their housing crises.
- Conduct assessments and program intakes for veteran households seeking SSVF services. Ensure data is accurate and complete and that all required accompanying documentation is collected.
- They will provide additional case oversight to ensure quality service delivery.
- Ensure accuracy of and timely completion of required case documentation.
- Review and audit case records that are entered into Jericho Project’s electronic case management system to ensure adherence to documentation and data standards, along with eligibility requirements.
- Participate in the intake and orientation process of new program participants.
- Assist in the orientation of new employees;
- Participate in programming/ supervision, case conferences, staff meetings, management team meetings, and training.
- Work collaboratively with Assistant Director to ensure case managers meet requirements and outcome goals for intakes, caseloads, and discharges;
- Oversee the completion and proper tracking of program required referrals for SSVF participants such as employment, healthcare navigator, benefits, financial coach, and legal.
- Participate in the intake and orientation process of new program participants;
- Host client monthly orientation;
- as Motivational Interviewing, Critical Time Intervention, and Harm Reduction. Ensure staff are implementing these practices to enhance their engagement and intervention techniques;
- Provide peer level support to case managers as needed;

- Complete and maintain all required internal and external reports specific to enrollment procedure;
- Attend monthly meeting with Program Director to update on deliverables;
- Assist in the orientation of new employees;
- Manage a caseload of 8-10 clients identified with high risk needs to ensure intensive case management is provided as needed;
- Manage the upload in AWARDS of monthly financial assistance provided;
- Assist with monthly management of program incident review spreadsheet;
- Assist with the review, creation and maintenance of monthly client discharges;
- Capturing and uploading head shots taken of clients into AWARDS face sheet;

- Carry out other duties as assigned by SSVF Program Director.

REQUIREMENTS

- Must have a Bachelor's degree in social work, mental health counseling, or psychology.
- Must have experience working in homelessness, substance abuse, mental health and/or trauma settings (supervisory and/or management experience required).
- Must possess superior leadership, managerial/supervisory, critical thinking, written, and verbal skills.
- Must be able to work in a team oriented setting.
- Personable and able to work within a client/customer service framework.
- Proficient use of Microsoft Office Suite programs.
- Experience working with veterans/military 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: **Senior Case Manager**
 245 W. 29th Street, Suite 902
 New York, NY 10001
 Fax 646.624.2301
careers@jerichoproject.org

No Phone Calls Please.

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