



TITLE	Client Engagement Specialist	FLSA STATUS	Non-Exempt
LOCATION	New York, NY	JOB TYPE	Full Time
REPORTS TO	Assistant Director/Program Director	DEPARTMENT	RRH

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 39-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 500 units of supportive housing including 8 residences in the Bronx and Harlem, as well as scatter-site apartments throughout NYC.

About the Position

The Client Engagement Specialist (CES) will provide services with an awareness of, sensitivity to, and respect for diversity of culture, ethnicity, gender identity, physical and mental abilities, sexual orientation, race, and spirituality or religion. The Client Engagement Specialist will be responsible for engaging, with all Rapid Rehousing Young Adult and Veteran clients providing support and guidance to secure stable housing, and supportive services. The Client Engagement Specialist will be responsible for outreaching potential and existing Young Adults and Veterans for Rapid Rehousing. CES will assist with pre-screening clients, escorting, identifying local resources, organize recreational and social events, and complete financial assistance requests for Rapid Rehousing participants.

RESPONSIBILITIES:

- Working with the clinical and workforce development staff to identify areas of need that the young adults may have and support and assist program participants in addressing the need.
- Accompany YAs to Housing Court, Section-8 briefing appointments, HRA office, Social Security Office, housing inspections, and apartment search as required.
- Work with the YAs to gain education/career oriented skills and assist in meeting their service plan goals.
- Maintain a caseload of clients who may need one-time service assistance or ongoing supports.

- Plan, organize and participate in small groups and events held at the RRH office to encourage and support YA.
 - Engage newly enrolled clients to participate in the monthly RRH Meet and Greet Orientation, facilitated by the CES.
 - Collaborate with Program Director, Assistant Director, Case Managers and Career Counselor for the continued development, motivation, and mentorship of program participants.
 - Conduct outreach to community organizations, schools, housing courts, food pantries, VA, drop in centers, and other locations to identify resources and opportunities for those YA's and Veterans residing in the program.
 - Conduct outreach to community organizations and other non-profit organizations to identify YA's who are in need or would benefit from participating in the RRH program.
 - Develop and maintain the community linkages necessary to facilitate referrals – This will assist in the maintenance of a resource binder which such resources.
 - Maintain an effective working relationship with external community partners and maintain steady communication and rapport with the program staff.
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- Participate in staff meetings and trainings.
 - Actively assist and participate in all program activities and special events as needed
 - Conduct individual or group life-skills sessions in order to enhance or develop participant's skills set in maintain self-sufficiency and housing maintenance
 - CES will also complete excel purchase orders and Financial Assistance Requests for any materials that may be needed for participants to practice life skills learned.
 - Facilitate roommate match up agreements and mediation sessions upon request.
 - Assist with completing suicide and safety assessments for YA's experiencing symptoms of mental health, intimate partner violence, and other related traumatic experiences.
 - Maintain accurate and up-to-date client files for activities performed inputting all case notes into Awards within 72 hours
 - Assist with the practice and implementation of affirming LGBTQIA+ practices within the work place
 - Carry out other duties as assigned by Program Director/Assistant Directors

REQUIREMENTS:

- High School diploma required. Associate or Bachelor's degree preferred but will consider extensive experience in lieu of education.
- Peer/ Recovery Coach, or CASAC credentials highly preferred.
- Must have personally experienced homelessness/housing crisis while between ages of 18-24 previously or have work with homeless Youth & Young Adults
- Experience working in homelessness, substance abuse, mental health and/or trauma settings preferred.
- An understanding of the LGBTQIA+ community and issues specific to the young adult population.
- Candidates must be a self-starter with the skills and energy to work with high-need Young Adults.
- Must possess strong organizational, presentation, verbal and written communication skills and computer proficiency.
- Must have strong engagement and interpersonal skills.

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: **Client Engagement Specialist - RRH**
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