



Off the Streets. On with Life.

<b>TITLE</b>	Program Director	<b>FLSA STATUS</b>	Exempt
<b>LOCATION</b>	New York, NY	<b>JOB TYPE</b>	Regular Full Time
<b>REPORTS TO</b>	Managing Program Director	<b>DEPARTMENT</b>	RRH

## About the Position

This position will directly oversee case management staff and should have an interdependent approach to human services, veteran and military affairs, LGBTQ issues, team building, clinical work, and casework.

## Responsibilities:

- Responsible for overall management of the RRH program, a new intervention for young adults. This includes program development, implementation, coordination, evaluation, quality assurance, compliance, identifying knowledge gaps, forecasting problems, and presenting solutions.
- Ensure staff meet RRH program deliverables in regards to case management, data quality, housing placement, and compliance with HUD financial guidelines.
- Ensure that RRH meets its target to serve 150 NYC homeless individuals as defined by HUD's standards and meet specific population targets including both single and families with a young adult ages 18-24 or veteran as head of household.
- Develop systems for tracking and monitoring all program deliverables through data driven performance management approaches.
- Supervise and provide clinical support and crisis intervention to RRH team including managerial level staff. Ensure all staff receive at a minimum, bi-weekly individual supervision and monthly group supervision in the form of staff meetings, management meetings, and case conferences.
- Provide trauma-informed supervision to the Young Adult Mentor helping them to refine their role and integrate the youth perspective in programming.
- Provide case management team with the clinical support needed to engage and enroll participants while also meeting Housing First standards.
- Work collaboratively with the Workforce Opportunities Program Director to provide oversight and support to career counselor and part-time employment specialist to ensure participants increase income through employment.
- Ensure outreach is conducted in order to guarantee enrollment targets are met while also supporting our participation in other community partnerships such as the CoC.
- Work collaboratively with the Financial Coordinator to make certain Jericho's RRH contract is meeting its financial targets and adhering to the HUD's RRH Guidelines.
- Assists in the recruitment, selection, training and orientation of new employees;
- Oversee the onboarding of new hires and ensuring the RRH team supports understands the electronic case management system and evidence based practices including Critical Time Intervention, Motivational Interviewing, Harm Reduction, Trauma Informed Care, Positive Youth Development, and Housing First.

- Ensure adequate and timely case documentation in AWARDS or other required case record system.
- Work closely with leaders in DHS, HRA, DVS, CoC, Point Source Youth, and the VA to ensure participants are linked to eligible community resources while also educating staff about resources available.
- Represent Jericho Project at conferences, meetings, and presentations as a leader with youth programming and rapid rehousing to demonstrate the effectiveness of the program model.
- Participate as an active member of Jericho's Training Committee and other special initiatives to develop best practices.
- Maintain positive collaborations with Jericho's Subcontractors and partners in order to fulfill grant requirements and preserve established community partnerships.
- Responsible for RRH compliance to the agency time and attendance policy. Enter staff edits into timekeeping system as needed and approve timecards and activity logs.
- Ensure the program is in compliance with all HUD standards. Ensure bi-annual audits of case records occur.
- Oversee the completion and maintenance of all required internal and external reports and grant renewal applications.
- Build team morale to ensure staff retention.
  
- Perform any agency-related duties or special projects as directed by the Managing Program Director.

### **Requirements:**

- Must have a Master's degree in Social Work, mental health counseling, or psychology; licensed clinicians preferred.
- Must have experience working in homelessness, substance abuse, mental health and/or trauma settings (supervisory and/or management experience required).
- Must possess superior leadership, 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.
- Refined and well-organized multi-tasking skills.
- Familiarity with AWARDS preferred.
- Proficient use of Microsoft Office Suite programs.
- Experience working with veterans/military/homeless youth preferred.

### **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**  
245 W. 29<sup>th</sup> Street, Suite 902  
New York, NY 10001  
Fax 646.624.2301  
careers@jerichoproject.org

**No Phone Calls Please.**

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