



**Position:** Care Manager – Family Scatter Site Apartments  
**Location:** Bronx, NY  
**Reports to:** Assistant Program Director  
**Hours:** Full-time, 40 hours per week, some evenings /weekends required

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### **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 550 units of supportive housing including 9 residences in the Bronx and Harlem, as well as scatter-site apartments throughout NYC.

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### **About the Position**

Jericho Project is seeking a full time Care Manager for the Family Supportive Apartments program. The Care Manager will provide direct care management services and apartment visits to formerly homeless families.

#### **Responsibilities:**

- Manage and maintain a caseload up to 15 families and provide backup to other care managers when necessary;
- Provides care coordination for health, mental health, and substance abuse services by utilizing external resources in order to meet the various needs of clients who have experienced homelessness.
- Work with property management team to assist tenant to meet terms of their lease including timely payments of rent, upkeep and maintenance of apartment, reporting of disrepairs and avoidance of any nuisance behaviors.
- Keeps regular contact with clients including required monthly home visits;
- Maintain program in contractual compliance by completing individualized service plans, progress notes and other required assessment tools on time;
- Attends and participate in weekly supervision regularly, program meetings, agency and/or funder trainings.
- Collaborate with the Child Development Specialist and Workforce Opportunities on creating individualized service plans addressing the family's goals;
- Monitor families' progress and regress as associate with goals identified in service plan;
- Conduct regular community resource development in order to enhance and expand program linkages;
- Provide referrals, advocacy and linkages to public benefits including but not limited to healthcare, SNAP, SSI/SSDI, and public assistance;

- Assist families with budgeting, financial counseling regarding rent arrears, providing ADL training as needed.
- Provide crisis intervention as needed;
- Utilize trauma informed interventions and culturally responsive engagement techniques in order to provide holistic program services.
- Staff the emergency on-call cell phone on a rotating basis;
- Carry out other duties as assigned by program leadership

**Requirements:**

- A Bachelor's degree in a childhood related field, such as psychology, child development or social work or human services related field.
- At least two years of experience working with persons with severe mental illness.
- At least two years of experience working with children with development needs.
- An understanding of working with homeless population.
- Familiarity with Harm Reduction Model, Housing First Approach and Motivational Interviewing.
- Candidate must be a self-starter with the skills and energy to work within the community.
- Must be computer literate
- Familiarity with Foothold Technology AWARDS a plus
- Bilingual Spanish/English, preferred.

**Compensation:**

The salary range for this position is **\$48,000.00** annualized. 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: **Care Manager – Family Scatter Site Apartments**  
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](http://www.jerichoproject.org)*