



Position: Senior Assistant Director, SSVF
Location: New York, NY
Reports to: Program Director
Hours: Full-time, Exempt. 40 hours per week, some evenings /weekends

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 40-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

Jericho Project is seeking an experienced, driven, detail-oriented and innovative Senior Assistant Director for its Supportive Services for Veteran Families (SSVF) program. The ideal candidate will have a positive can-do attitude, highly-skilled, client centered and committed to providing outstanding support with a wide range of responsibilities in a fast-paced environment. This position will directly oversee the SSVF team administrative dynamics and should have an interdependent approach to human services, veteran and military affairs, team building and casework.

Responsibilities:

- Supervise, team-build, coach, and train SSVF staff.
- Develop staff's competencies in client engagement, case management, assessment, service plans, crisis intervention, and referral resources by providing coaching, developing and facilitating trainings.
- Ensure staff meet SSVF program deliverables in regards to households served, case management, data quality, housing placement, discharge outcomes, compliance with VA guidelines, and conformance to CARF standards.
- Work collaboratively with Director of Veterans Outreach to ensure outreach is conducted in order to guarantee enrollment targets are met while also supporting our participation in community coordination.
- Ensure that all Temporary Financial Assistance is an eligible expense by reviewing and approving all financial assistance requests.
- Ensure housing stability plans and goals are implemented as written and updated as needed.
- Directly supervise SSVF Senior Case Manager and Rapid Resolution Coordinator.

- Works alongside Program Director to facilitate staff/ subcontractor development through group and individualized activities as related to analysis of the SSVF program, understanding of program development, and improved use of individual skills.
- Ensure all veterans in the program meet qualifications for SSVF services and make certain that veterans are referred to appropriate resources if the veteran does not meet eligibility requirements.
- Work collaboratively with the Finance Manager to make certain all financial assistance is in compliance with the SSVF program regulations.
- Assists in the recruitment, selection, training and orientation of new employees.
- Assist with overseeing the onboarding of new hires and ensuring the SSVF team understands the electronic case management system and evidence based practices including Critical Time Intervention, Motivational Interviewing, Harm Reduction, Trauma Informed Care, and Housing First.
- Develop training material for electronic records, AWARDS, and train all incoming staff.
- Work closely with leaders in DHS, HRA, DVS, CoC, the VA, and other SSVF grantees to ensure participants are linked to eligible community resources while also educating staff about resources available.
- Maintain positive collaborations with Jericho's Subcontractors and partners in order to monitor subcontractor performance, fulfill grant requirements and preserve established community partnerships.
- Participate and lead case conferences, staff meetings, webinars, and trainings.
- Oversee and participate in the intake and orientation process of new program participants.
- Cooperate with other community organizations and stakeholders in the development of long-term plans for Veterans. Develop and maintain positive relationships with HUD VASH, DHS shelter staff, HRA, DVS, other SSVF grantees, the VA, UJC, and other community providers to coordinate referrals and service delivery.
- Work collaboratively with Assistant Director of Housing Placement & Quality Management to ensure all staff meet data quality requirements and outcome goals for intakes, caseloads, and discharges.
- Work with Senior Case Manager to review and approve discharges in a timely manner. Ensure any required corrections are completed within deadline.
- Ensure assigned staff's compliance with agency time and attendance policy. Enter staff edits into timekeeping system as needed and approve timecards. Enter all time off onto the SSVF calendar.
- Complete and maintain all required internal and external reports. Running monthly reports to ensure all HMIS and system related items are accurate, reporting any result or errors to the Assistant Directors team.
- Will assist in providing basic SSVF program information for all incoming inquiries about the SSVF program documents the nature of requests, and refers to appropriate staff.
- Participates in 'in-service' trainings, as needed, to develop and/or enhance the knowledge, skills and abilities brought to the SSVF Program Director position.
- Build team morale to ensure staff retention.
- Identify knowledge gaps among team members. Forecast potential problems and present solutions.

- Creates and revises required forms and Excel databases for collecting and evaluating data for policy and program development.
- Participate in community initiatives to fulfill SSVF's mission of ending veteran homelessness. Participate in weekly SSVF calls with VA and other NYC SSVF grantees.
- Perform any agency-related duties or special projects as directed by the Program Director. Serve as Program Director's second in command, filling in as needed.

Requirements:

- Bachelor's degree required. Master's degree in social work, mental health counseling, or psychology preferred.
- Must have experience working in homelessness, substance abuse, mental health and/or trauma settings (supervisory and/or management experience preferred).
- 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.
- Proficient use of Microsoft Office Suite programs.
- Experience working with veterans/military preferred.

Compensation:

The salary range for this position is **\$65,000.00** to **\$68,000.00** annualized. Jericho Project offers a comprehensive benefits package.

COVID Guidelines:

The Jericho Project is committed to ensuring the safety of its staff, interns, vendors and clients. As per the CDC guidelines' full compliance, all new/incoming staff are required to be fully vaccinated and possess the ability to provide documentation upon their 1st day of hire.

To be fully vaccinated means:

1. 2 weeks after their second dose in a 2-dose series such as: Pfizer or Moderna.
2. 2 weeks after a single-dose vaccine, such as: Johnson & Johnson's

<https://www.cdc.gov/coronavirus/2019-ncov/vaccines/fully-vaccinated.html>

We grant accommodations according to the law.

How to Apply:

Interested applicants must submit a resume and cover letter with salary requirements to:

Human Resources Department
Jericho Project
Job Code: **Senior Assistant Director, SSVF**
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