



Position: Senior Client Engagement Specialist - RRH
Location: New York, NY
Reports to: Program Director/Assistant Director
Hours: Full-time, 40 hours per week

About Jericho Project

Inspired by the belief that transformation can occur in every individual, Jericho Project was founded in 1983 to help New York City address and end homelessness among men, women, and families. Jericho Project steadfastly works to advance its mission by creating a community that inspires individual change, fosters sustainable independence, and motivates men and women to reach their greatest potential.

In its 40-year history, Jericho has grown from its genesis as a small housing program to a comprehensive agency providing over 400 units of supportive housing, as well as significant life-changing services to over 2,000 homeless and at-risk adults and children throughout New York City.

About the Position

The Senior 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 Sr. 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 Sr. Client Engagement Specialist will be responsible for outreaching potential and existing Young Adults and Veterans for Rapid Rehousing. The Sr. CES in addition to CES duties will assist with administrative duties, 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.
- Provide Peer Mentorship to YAs and Veteran participants.
- 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. As well as external events to encourage and support program participants.

- Engage newly enrolled participants 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.
- 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.
- Sr. 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 Managing Program Director, Program Director and/or 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:

The salary range for this position is **\$46,000.00 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 cover letter and with salary requirements to:

Human Resources Department

Jericho Project

Job Code: **Senior 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