



Position: Assistant Director of Housing, Data & Quality - 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

This position will help develop and successfully implement quality assurance, program management, veteran and military affairs, team building, housing placement, and supervision.

Responsibilities:

- Provide overall quality assurance management for the SSVF program. Oversee all staff in regards to data quality.
- Review and audit case records that are entered into Jericho Project's electronic case management system to ensure adherence to documentation and data standards, along with eligibility requirements. Review all intakes at least monthly and conduct audits on a bi-annual basis. Work closely with Assistant Directors and Senior Outreach Coordinator to ensure all staff are accurately entering data and all charts are complete with required supporting documentation.
- Train new hires on the utilization of the electronic case management system;
- Review reports for Subcontractors and work with Program Director to create plan to address any deficiencies or errors.
- Directly supervise a team of 3 to 4 housing specialists who will locate, recruit, and develop relationships with landlords and brokers in order to identify suitable apartments in all NYC boroughs for participating SSVF veterans; assist the housing team to ensure they are each making at least 5 placements per month.
- Directly supervise Program Specialist to ensure the program's administrative needs are met.
- Directly supervise SOAR/Benefits Specialist to oversee the procurement of mainstream benefits for all SSVF veterans.
- Ensure accuracy of and timely completion of required case documentation for all supervisees.

- Work collaboratively with Assistant Directors to ensure case managers meet data quality requirements and outcome goals for intakes, caseloads, and discharges.
- Identify resources in the community for SSVF veterans and their families, such as preventive services, long-term case management programs, benefits assistance, mental and physical healthcare, financial counseling, pantries, hospitals and Homebase to maintain stable housing.
- Develop relationships with DHS shelter staff, HRA, DVS, HUD VASH and the VA to confirm the participation of veterans referred to program and coordinate services.
- Provide crisis intervention and deescalate situations as needed.
- Participate in programming/clinical supervision, case conferences, staff meetings, management team meetings, and training.
- Ensures assigned staff's compliance with agency time and attendance policy. Enter staff edits into timekeeping system as needed and approve timecards; Enter all approved time off onto calendar.
- Complete and maintain all required internal and external reports.
- Assists in the recruitment, selection, training and orientation of new employees.
- Participate in community initiatives to fulfill SSVF's mission of ending veteran homelessness.
- Participate in programming/supervision, bi-weekly individual supervision, monthly case conferences, staff meetings, management team meetings, and training.
- Build team morale to ensure staff retention.
- Identify knowledge gaps among team members. Forecast potential problems and present solutions.
- Carry out other duties as assigned by SSVF Program Director.

Requirements:

- Must have a Bachelor's degree in social work, mental health counseling, or psychology.
- Candidate must have at least two years' experience working with veterans, homelessness, substance abuse, mental health, and/or trauma settings.
- Experience in AWARDS preferred.
- Ability to manage multiple projects and delegate task as needed.
- Supervisory and/or management experience preferred.
- Candidate must possess superior written and verbal skills.
- Candidate must be well-organized and possess multi-tasking skills
- Knowledge of VA, HRA, Social Security, and other public benefits and entitlements.
- Bilingual Spanish/English a plus.

Compensation:

The salary range for this position is **\$58,500.00 to \$60,000.00 annualized**. Jericho Project offers a comprehensive benefits package. Employees are eligible for a merit increase annually. Merit increases are based on the employee's performance during the prior year.

How to Apply:

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

Human Resources Department

Jericho Project

Job Code: **Assistant Director of Housing, Data & Quality**

245 W. 29th Street, Suite 902

New York, NY

10001Fax

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