



Position: Benefits Services Coordinator
Location: Manhattan
Reports to: Deputy Chief, Workforce Opportunities
Hours: 40 hours, occasional evening/weekend work.

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 8 residences in the Bronx and Harlem, as well as scatter-site apartments throughout NYC.

About the Position

Benefits Services Coordinator will enhance capacity, educate staff, and provide technical assistance on all matters related to public benefits systems and entitlements for Veterans, low-income individuals and families, people living with disabilities, and low-income young adults, in order to facilitate and maximize access to benefits for Jericho clients.

Responsibilities:

- Develop and implement strategies for continuous quality improvement of benefits services delivered to Jericho tenants and program participants
- Perform as Lead educator on entitlements; design and deliver internal trainings for staff and management as needed
- Identify and recommend offsite trainings related to the public benefits systems and resources for Jericho staff
- Create systems for regularly communicating changes in the government entitlement policies and procedures with Jericho staff and management
- Liaise with government offices on behalf of staff and troubleshoot problems in the benefits application process
- Recruit for and manage the Adult and Child SOAR Specialist teams; oversee certifications, maintain accurate data and prepare monthly reports; complete quality reviews of applications
- Educate and coach SOAR Specialists on preparing and submitting SOAR applications, including medical summaries; provide technical assistance as needed by the complexity of applications
- Train and supervise the SSVF and RRH Benefits Specialist positions; complete performance reviews, prepare monthly reports and other required administrative tasks.

- Develop, maintain, and update an inventory of Jericho clients' eligibility for benefits, application status and access to benefits
- Oversee and ensure timely documentation of benefits in Jericho's data management system; prepare and submit related reports as requested by staff, management, and funders
- Manage communication with Jericho Directors, evaluate gaps in Benefits Services and develop new initiatives in response
- Facilitate periodic staff meetings and case conferences related to benefits
- Other responsibilities as assigned and required by the emerging needs of programs and clients.

Requirements:

- Bachelor's degree required.
- Superb knowledge of benefits and public benefits systems, as well as, prior experience providing benefits counseling to low-income families and veterans are required.
- Excellent presentation, oral and written communication skills required.
- Ability to work and produce desired performance outcomes in a team environment, requiring high level of collaboration, cooperation, and team work.
- Ability to travel throughout the five boroughs.

Compensation:

The salary range for this position is **\$55,000.00 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: **Benefits Services Coordinator**
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