



**Position:** Case Manager  
**Reports to:** Program Director/Asst. Program Director  
**Hours:** Full Time: 40 hours/week (Some evenings and weekends may be required)  
**Location:** Bronx, New York

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### **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 single adults 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.

Jericho has grown from its genesis as a small housing program to a comprehensive agency providing over 600 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.

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### **About the Position**

The Jericho Project Case Manager will be responsible for providing residential and long term support services to homeless and at-risk adults transitioning into permanent housing. The Case Manager will carry a caseload of approximately 20 to 25 formerly homeless and/or low income individuals

Case Manager will be required to have frequent contact with tenants, weekly and/or monthly face-to-face meetings, telephone conversations, and aftercare contacts. Frequent electronic exchanges with colleagues is expected.

### **Responsibilities:**

- Provide direct case management services (on-site and in the field). Case management services will include but not limited to mental health and substance use assessments, developing and updating service plans, assistance with obtaining public assistance, Social Security benefits/entitlements and other publicly available resources that may be beneficial to the tenant.
- Using a person centered approach, provide case management services and assessments rooted in evidence based models such as Motivational Interviewing, Critical Time Intervention and Harm Reduction.
- Utilize electronic health record. Maintain accurate and up-to-date tenant files/charts.
- Coordinate and document clinical case management and psychosocial services while also documenting the overall effectiveness of the case management services provided. Case Managers will develop an Individual Service Plan and review the plan periodically to document process toward goals.
- Serve as a liaison between tenant and community providers.
- Facilitate groups with a focus on life skills, education and support, relapse prevention and mental health counseling.

- Complete referrals to medical, mental health, and other outside providers.
- Collaborate with Workforce Opportunities Staff to assist tenant in developing employment related goals, where applicable.
- Ensure overall compliance with organizational and funder regulations. Adhere to documentation requirements as assigned by leadership and funder regulation/standard.
- Coordinate aftercare services and follow-up contacts for post-discharge updates.
- Conduct outreach and engagement including apartment visits and inspections.
- Participate in community development efforts such as Community Meetings and supporting the residence in establishing partnerships with other providers in the community.
- Work with Property Management staff to assist tenant to meet terms of their lease including timely payment of rent and avoidance of any nuisance behaviors. Mediate landlord-tenant disputes that threaten housing stability.
- Utilize trauma informed interventions and culturally responsive engagement techniques to assist tenants with overcoming barriers to housing stability.
- Participate in community initiatives to fulfil Jericho Project's mission to end homelessness
- Provide crisis intervention as needed.
- Provide all services in a manner that respects cultural differences amongst tenants.
- Carry out other duties as assigned by leadership.
- **The schedule for this position is Sunday through Thursday.**
- **\*Scatter Site Programs Only: Field work can account for 85% of your time\***

### **Requirements:**

- A Bachelor's degree in human services or related field.
- Must possess strong organizational, writing, communication, and computer skills.
- Some relevant experience working with low-income or homeless populations.
- Fluent in Spanish is strongly preferred.
- Candidates must be self-starters with the skills and energy to work within the community.
- Case Manager is regularly required to, type, use hands and fingers, reach with hands and arm. The Case Manager is regularly required to walk, stoop, and kneel. The Case Manager is often required to spend up to six (6) hours sitting at a desk during a normal eight (8) hour shift. Occasionally the Case Manager is required to lift items less than 5 pounds. The Case Manager is regularly required to move throughout the facility while carrying out job duties.

### **Compensation:**

The salary range for this position is **\$48,000.00 to \$50,000.00 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: **Care Manager – Congregate Housing**  
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)*