



**Position:** Case Manager, SSVF  
**Location:** New York, NY  
**Reports to:** Assistant Program Director  
**Hours:** Full-time, 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 41-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**

The Case Manager will be responsible for providing rapid re-housing and homelessness prevention services to low-income veteran families.

The Case Manager will be required to have frequent contact, but not limited to, weekly or monthly face-to-face meetings, telephone conversations, aftercare contacts and survey distribution, email and other electronic exchange with each veteran on his/her caseload, depending on the need for services and post-placement support.

### **Responsibilities:**

- Utilize Critical Time Intervention, Motivational Interviewing, and Harm Reduction techniques to assist low-income veteran families who are either homeless or at imminent risk of homelessness to resolve their housing crises.
- Conduct assessments and program intakes for veteran families seeking SSVF services. Ensure data is accurate and complete and that all required accompanying documentation is collected.
- Participate in the intake and orientation process of new program participants.
- Provide direct case management services in the office and at field/home visits.
- Develop and update housing stability plans to assist veteran families to obtain or maintain permanent housing.
- Identify household's strengths, needs, abilities, and preferences. Utilize a variety of interventions to assist veterans with overcoming barriers to housing stability.
- Serve as a liaison between veteran families and community providers. Maintain a network of resources and contacts.

- Identify and make referrals to community resources including but not limited to preventive services, long-term case management programs, benefits assistance, mental and physical healthcare, pantries, hospitals and Homebase to maintain stable housing.
- Provide referrals, advocacy, and linkages to public and VA benefits including but not limited to healthcare, SNAP, SSI/SSDI, VA benefits, and public assistance.
- Assist with household budgeting and provide referrals for financial counseling as needed.
- Assess veteran family's legal needs and make referrals as needed.
- Coordinate with Employment Specialists to link veteran families to employment and educational assistance.
- Mediate household and/or landlord-tenant disputes that threaten housing stability;
- Work collaboratively with SSVF and community housing specialists to identify veteran family's housing needs and preferences. Assist with coordinating housing search and placement.
- Assess veteran family's need for Temporary Financial Assistance and submit
- completed requests as needed.
- Complete 2010e applications for supportive housing.
- Conduct outreach and engagement to veteran families.
- Provide crisis intervention as needed.
- Provide post-placement support and follow-up contacts.
- Utilize electronic case management system. Maintain accurate and up-to-date client files.
- Participate in community initiatives to fulfill SSVF's mission of ending veteran homelessness.
- Participate in case conferences, staff meetings, and training.
- Carry out other duties as assigned by Assistant Director and/or Managing Program Director.

**Requirements:**

- A Bachelor's Degree in Human Services required; 0-6 months experience in a related field
- Experience working in homelessness, substance abuse, mental health and/or trauma settings preferred.
- Knowledge of NYC resources preferred.
- Candidate must possess superior organizational, written and verbal skills.
- Self-starter with the skills and energy to work with high-need veterans in the community.
- Must be computer literate.
- Strong engagement and interpersonal skills.

Experience working with veterans/military preferred.

**Compensation:**

The salary range for this position is **\$48,000.00 - \$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 – 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](http://www.jerichoproject.org)*