



Position: **Assistant Director, Workforce Opportunities (WfO)**  
Location: Bronx, NY  
Reports to: Deputy Chief, WfO  
Hours: Full-time, 40 hours per week, some evenings/weekends required

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### **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 3,000 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 600 units of supportive housing including 8 residences in the Bronx and Harlem, as well as scatter-site apartments throughout NYC.

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### **About the Position**

Jericho Project is seeking an Assistant Director for its Workforce Opportunities (WfO) Department. The successful candidate is a dynamic and visionary leader who inspires both staff and program participants and collaborates in driving the WfO vision and agenda forth in our Supportive Housing and Jericho Cares portfolios. This position will have hands-on day-to-day management and supervisory responsibilities in the following areas:

#### **Responsibilities:**

##### **Program Management:**

- Manage the daily operations of Jericho's Workforce Opportunities Program (WfO) in multiple Supportive and Affordable Housing programs.
- Monitor and coordinate all phases of the WfO service delivery, including enrollment, engagement, job readiness and job search, referral to training/educational programs, job placement and retention, documentation, recording, and reporting.
- Research and implement best practice program models to improve employment and retention outcomes for tenants.
- Assist in developing and implementing the WfO agenda for Jericho's supportive/affordable housing portfolios, resulting in seamless service delivery.
- Ensure that WfO performance targets are consistently and fully met.
- Monitor to ensure that assessments, service plans, and progress notes are completed within the required time frame.
- Oversee and manage the integration of workforce development and case management services to ensure improved employment outcomes for clients.
- Initiate and/or attend joint case conferencing sessions, monthly meetings with site directors and the case management team.

- Identify community resources; develop a network of community partners within workforce development, education, and housing services providers for referrals.
- Network with Workforce Development and Supportive Housing practitioners and represent WfO on related forums and meetings.
- Assist in the development and evaluation of the departmental new initiatives.
- Develop and facilitate career and education workshops; assist and participate in the department-sponsored events.
- Manage staff vacancies to ensure that positions are filled in a timely manner.

#### Staff Management and Supervision:

- Build and lead a high functioning team of Career Counselors focused on the delivery of pre- and post-employment services informed by Supported Employment principles.
- Provide supervision to 5-7 Career Counselors.
- Onboard new staff and provide support in developing the needed skills and knowledge required to succeed in the position.
- Train, coach, and guide Career Counselors on the application of person-centered service planning and Motivational Interviewing technique in the WfO service delivery process.
- Develop and implement regular weekly meeting schedules with staff for supervision and coaching. Hold monthly team meetings.
- Complete staff performance reviews and evaluations as required.
- Communicate and monitor compliance with Jericho Project's Code of Ethics and Human Resources policies and procedures.

#### Administrative and Compliance:

- Develop and implement internal monitoring processes for quality assurance of electronic case records.
- Ensure compliance with auditing agencies' recordkeeping requirements related to administrative and client case files.
- Monitor and ensure timely data input and accuracy of information in AWARDS and other electronic data management systems.
- Submit reports as required by the supervisor and the executive team.
- Troubleshoot systems problems to ensure office technology is consistently functional.
- Assist in developing proposals for private and public funding opportunities.
- Manage petty cash account and funds related to client services.
- Regularly attend the all required weekly and monthly management and supervision meetings.

#### Requirements:

- Bachelor's degree required, Master's preferred.
- Must have excellent management skills and, at minimum, three years of work experience, preferably in a supervisory position, providing workforce development programming and services for at-risk, low-income individuals and families.
- Knowledge and experience in the application of person-centered planning, Harm Reduction, and Motivational Interviewing is strongly preferred.
- Excellent technical and written/verbal communication skills required.
- Proficiency in AWARDS is desirable.

**Compensation:**

The salary range for this position is **\$60,000.00 to \$65,000.00 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 candidates must submit a resume and cover letter with salary requirement to:

Human Resources Department

Jericho Project

Job Code: **Assistant Director – Workforce Opportunities (WfO)**

245 W. 29<sup>th</sup> Street, Suite 902

New York, NY 10001

Fax 646.624.2301

[careers@jerichoproject.org](mailto: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)*