



Position: Director of Veterans Outreach, SSVF
Location: New York, NY
Reports to: Senior Director of Housing Access
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 600 units of supportive housing including 8 residences in the Bronx and Harlem, as well as scatter-site apartments throughout NYC.

About the Position

This position will play a crucial role in developing the outreach strategy and objectives to ensure Jericho's programs meet their enrollment goals. In addition to providing outreach and coordinating/conducting intake assessments for SSVF, this position will make referrals for Jericho's other veterans programs, directly supervise the SSVF Outreach Specialists, and provide oversight of Marine Terrace supervising the Veterans Service Coordinator.

Responsibilities:

- Recruit, orient, supervise, team-build, coach, and train SSVF Outreach Specialists.
- Set objectives and monitor SSVF Program's progress towards enrollment targets.
- Develop outreach strategy to target low-income veteran families who are either homeless or are at imminent risk of homelessness for SSVF program.
- Coordinate with other NYC SSVF Program Directors and Jericho's CoC RRH Program Director to refer homeless veterans and coordinate warm-handoff.
- Provide oversight of service delivery at Marine Terrace, including direct supervision of Veterans Service Coordinator. Ensure compliance with service contract.
- Maintain and audit electronic case record to ensure adequate and timely case documentation for supervisees, including incident reporting.
- Coordinate any veteran vacancies at Marine Terrace with site's property management and help make referrals for veterans in rental arrears.
- Serve as a liaison between DHS shelter staff, HRA, DVS, other SSVF grantees, community providers, and the VA to coordinate intake assessments and supportive housing interviews and communicate updates on participants' progress.
- Develop and maintain the community linkages necessary to facilitate referrals for Jericho's Veterans programs. Maintain an effective working relationship with external community partners and maintain steady communication and rapport with the program staff.

- Supervise and coordinate outreach at local shelters, VA hospitals, community organizations, schools, housing courts, food pantries and other locations to identify low-income veteran families who are either homeless or at imminent risk of homelessness. Host informational sessions and speak at meetings to spread the word about benefits and eligibility of Jericho's Veterans programs.
- Participate in coordinated outreach and other community initiatives outreach including but not limited to Borden Avenue, Rapid Resolution, and VA Hospitals to fulfill Jericho's mission of ending veteran homelessness.
- Coordinate, monitor, and oversee Jericho's involvement in coordinated outreach including but not limited to Borden Avenue, Rapid Resolution Team, and VA Hospitals.
- Brainstorm ideas and assist with recruitment of veteran employees.
- Collaborate with Development and Communications team to plan annual Veteran's Day Parade.
- Facilitate monthly NYC SSVF Outreach Committee meetings.
- Review SSVF intake paperwork as needed and communicate program eligibility and enrollment decision to Case Managers and/or veteran applicants. Provide community referrals for veterans found to be ineligible.
- Work collaboratively with Assistant Directors of Supportive Services and Assistant Director of Housing Placement & Data Quality to ensure all intakes performed by Outreach Team meet data quality requirements and have required supporting documentation.
- Participate in programming/supervision, case conferences, staff meetings, management team meetings, and trainings.
- Actively assist and participate in all program activities and special events as needed.
- Ensure assigned staff's compliance with agency time and attendance policy. Enter staff edits into timekeeping system as needed and approve timecards.
- Complete and maintain all required internal and external reports.
- Carry out other duties as assigned by Senior Director of Housing Access.

Requirements:

- Bachelor's degree in human services or a closely related field.
- Must have experience working in homelessness, substance abuse, mental health and/or trauma settings (supervisory and/or management experience preferred).
- A self-starter with strong organizational, analytical, and problem-solving skills.
- Must possess superior leadership, critical thinking, written, and verbal skills.
- Ability to multi-task and find innovative ways to reach and effectively help others.
- Relentless dedication, high energy, and flexibility.
- Good interpersonal skills, working well with others and interacting effectively as a team.
- Proficient use of Microsoft Office Suite programs.
- Experience working with veterans/military preferred.
- Veterans are strongly encouraged to apply.

Compensation:

The salary range for this position is **\$70,000.00** to **\$75,000.00 *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: **Director of Veterans Outreach, 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