



Position: Case Manager
Location: Brooklyn N.Y.
Reports to: Program Director, Logan Fountain
Hours: Full time, 40 hours/week including 1 weekend day

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

The Case Manager will provide case management and service coordination at Logan Fountain a 105-unit Permanent Supportive Housing program. Candidates must have experience serving adults with mental illnesses and substance use histories; experience in a supportive housing setting is preferred.

The Case Manager will be required to have frequent contact, not limited to, weekly or monthly face-to-face meetings, telephone conversations, e-mail and other electronic exchange with colleagues is expected.

Responsibilities:

- Maintain a case load of high risk/high intensity tenants.
- Provide enhanced case management services which will be informed by a Housing First approach in the office and at the resident's home using evidence-based practices such as Motivational Interviewing and Harm Reduction techniques.
- Conduct assessments and program intakes all assigned residents.
- Ensure data is accurate and complete and that all required accompanying documentation is collected.
- Develop and update person centered service plans (every 6 month);
- Utilize trauma informed interventions and culturally responsive engagement techniques to assist residents with overcoming barriers to housing stability and assist them in their community integration to Logan Fountain.
- Identify each resident's strengths, needs, abilities, and preferences.
- Act as liaison for the psychiatrist at the program site and manage the appointment times of residents receiving services from the doctor.
- Provide referrals, advocacy, and linkages to public benefits including but not limited to healthcare, SNAP, SSI/SSDI, and public assistance.
- Maintain and refer to a network of resources and contacts that will further their community integration.
- Implement groups with a focus on life skills, education and support, relapse prevention and mental health counseling,

- Coordinate with Jericho's Workforce Opportunities department to link residents to employment and educational assistance;
- 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.
- Ensure compliance with organizational and funder regulations and documentation. Complete a monthly Audit Tool and ensure that all citations are cured.
- Work with Property Management staff to assist resident to meet terms of their lease including timely payment of rent and avoidance of any nuisance behaviors.
- Provide all services in a manner that respects cultural differences amongst residents.
- Provide administrative support to the Assistant Director and Program Director as needed
- Other duties as assigned by a supervisor.

Requirements:

- A Bachelor's degree in human services or related field required.
- Experience working with homelessness, substance use, mental health and/or trauma settings preferred.
- Must be willing to work a weekend day
- Must possess strong organizational, writing, communication, and computer skills.
- Candidates must be self-starters with the skills and energy to work with high-need individuals.
- Strong engagement and interpersonal skills.
- Some relevant experience working with low-income or homeless populations.
- Be familiar with interventions needed for resident with severe persistent mental health issues.
- Local applicants are highly encouraged to apply.
- Bilingual English/Spanish strongly preferred
- Case Manager is regularly required to, type, use hands and fingers, reach with hands and arm. Case Manager is regularly required to walk, ascend and descend stairs, stoop, and kneel. 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/NYC while carrying out job duties.

Compensation:

The salary range for this position is **\$53,000 to \$55,000 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: **Case Manager, Logan Fountain**
 245 W. 29th Street, Suite 902
 New York, NY 10001
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.