Jericho Project
Off the Streets. On with Life.

Position: **Case Manager, RRH**
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 42-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 services to veterans, young adults, and single adults. The Case Manager will carry a caseload of approximately 18-20 participants.

Case managers 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, e-mail, and other electronic exchange with each participant on his or 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.
➢ Utilize Motivational Interviewing, and Harm Reduction techniques to assist both veterans and young adults, singles and families who are homeless to resolve their housing crises and promote long-term housing stability.
➢ Conduct assessments and program intakes for individuals seeking rapid re-housing services. Ensure data is accurate and complete and that all required accompanying documentation is collected. Update case notes in electronic case management system in a timely manner.
➢ 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 participants to obtain or maintain permanent housing. Identify household's strengths, needs, abilities, and preferences.

- ➤ Utilize a variety of interventions to assist participants with overcoming barriers to housing stability, including increasing income and benefits.
- ➤ Assist with housing search and placement. Provide hands-on assistance to enable veteran to find suitable housing, including accompanying veteran to apartment viewings and conducting neighborhood research throughout NYC and surrounding areas. Advocate on behalf of the veteran with landlords and brokers to overcome any issues or challenges to securing suitable housing. Work collaboratively with community housing specialists to identify suitable housing.
- ➤ Conduct housing inspections for identified units prior to financial assistance being requested.
- ➤ Mediate household and/or landlord-tenant disputes that threaten housing stability. Serve as point-of-contact for landlords and maintain positive landlord relationships;
- ➤ Coordinate with Workforce Opportunities team to link participants to employment and educational assistance.
- ➤ Identify and make referrals to community resources including but not limited to preventive services, long-term case management programs, benefits assistance, SSI/SSDI, mental and physical healthcare, pantries, hospitals and Homebase to maintain stable housing.
- ➤ Become SSI/SSDI Outreach, Access & Recovery Initiative (SOAR) trained, complete applications for SSI/SSDI, and follow up with progress towards obtaining benefits;
- ➤ Assist with household budgeting and provide referrals for financial counseling as needed.
- ➤ Conduct legal assessments and make referrals as needed.
- ➤ Assess participants' need for Financial Assistance and submit completed requests as needed.
- ➤ Conduct outreach and engagement to target populations.
- ➤ 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 fulfil Jericho Project's mission to end homelessness.
- ➤ Participate in case conferences, staff meetings, and training;
- ➤ Carry out other duties as assigned by Assistant Director and/or Managing Program Director.

Requirements:
- ➤ Bachelor's Degree in Human Services or a closely related field.
- ➤ Experience working in homelessness, substance abuse, mental health and/or trauma settings preferred.
- ➤ Experience working with veterans/military, young adults, or LGBTQ populations preferred.
- ➤ Knowledge of NYC resources preferred.
- ➤ Must possess strong organizational, writing, communication, and computer skills.
- ➤ This position includes fast paced case management and some field work. Candidates must be self-starters with the skills and energy to work with high need participants in the community.
- ➤ Strong engagement and interpersonal skills.

Compensation:
The salary range for this position is **$53,000.00 - $55,000.00 *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 – RRH
      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