



**Position:** Assistant Program Director - RRH  
**Location:** New York, NY  
**Reports to:** Program Director  
**Hours:** Full-time, 40 hours per week, some evenings /weekends

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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 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 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**

This position will directly oversee case management staff and should have an interdependent approach to human services, veteran and military affairs, LGBTQ issues, team building, clinical work, and casework.

### **Responsibilities:**

- Supervise, team-build, coach, and train case management staff.
- Develop staff's competencies in client engagement, case management, assessment, service plans, crisis intervention, housing placement, outreach, and referral resources.
- Ensure accuracy of and timely completion of required case documentation. Ensure housing stability plans and goals are implemented as written and updated as needed.
- Ensure case managers meet data quality requirements. Review and audit case records that are entered into Jericho Project's electronic case management system to ensure adherence to documentation and data standards, along with eligibility requirements.
- Monitor outcome goals for enrollments, discharges, housing placement, increases in income, and other program deliverables.
- Oversee the assessments of benefits and entitlements for participants. Complete SSI/SSDI Outreach, Access & Recovery Initiative (SOAR) applications and track outcomes.
- Work closely with Workforce Opportunities staff to promote employment.
- Work closely with Case Managers to assess participants' need for Financial Assistance and review completed requests.
- Participate in the intake and orientation process of new program participants.
- Develop outreach strategies to target eligible homeless veterans, young adults, and single adults. Develop and maintain positive relationships in the community with DHS, HRA, DVS, CoC, VA, and other community providers to ensure enrollment targets are met.
- Cooperate with other community organizations and stakeholders in the development of long-term plans for participants. Develop and maintain positive relationships with DHS shelter staff, HRA, DVS, CoC, community providers, and the VA to coordinate referrals and service delivery.

- Expertise in evidence based practices such as Motivational Interviewing, Critical Time Intervention, and Harm Reduction. Ensure staff are implementing these practices to enhance their engagement and intervention techniques.
- Provide crisis intervention as needed.
- Participate and lead programming/clinical supervision, case conferences, staff meetings, and trainings.
- Ensure assigned staff's compliance with HUD and 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.
- Assist in the recruitment, selection, training and orientation of new employees.
- Participate in community initiatives to fulfill Jericho Project's mission of ending homelessness.
- Carry out other duties as assigned by Program Director or Deputy Chief of Housing Access.

### **Requirements:**

- Bachelor's degree required with at least two years' managerial experience. Master's Degree preferred.
- Must have experience working in homelessness, substance abuse, mental health and/or trauma settings (supervisory and/or management experience preferred).
- Experience with veterans/military, young adults, and/or LGBTQ populations preferred.
- Must possess strong leadership, critical thinking, written, and verbal skills.
- Must be well-organized and possess superior written and verbal skills.
- Must be able to work in a team oriented setting.
- Personable and able to work within a client/customer service framework.
- Knowledge of VA, HRA, Social Security, and other public benefits and entitlements.
- Proficient use of Microsoft Office Suite programs.

### **Compensation:**

The salary range for this position is **\$64,350.00 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 applicants must submit a resume and cover letter with salary requirements to:

Human Resources Department  
 Jericho Project  
 Job Code: **Assistant Program Director - RRH**  
 245 W. 29th 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)*