



Position: Care Manager – Family Scatter Site
Location: Bronx, NY
Reports to: 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 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 Jericho Project is seeking a Care Manager for the Family Supportive Scatter-site Apartment program. The Care Manager will be responsible for providing care management services to formerly homeless families. The Care Manager will carry a caseload of approximately 15 formerly homeless families.

Care Manager will be required to have frequent contact with tenants, weekly and/or monthly face-to-face meetings, telephone conversations, and aftercare contacts. Frequent electronic exchanges with colleagues is required.

The FLSA status of this position is **Non-Exempt**.

Responsibilities:

- Provide direct care management services (on-site and in the field). Care management services will include but not limited to mental health and substance use assessments, developing and updating service plans, assistance with obtaining public assistance, Social Security benefits/entitlements and other publicly available resources that may be beneficial to the tenant. Provide back-up coverage for other Care Managers when needed.
- Care Manager will be required to have frequent contact with families, weekly and/or monthly face-to-face meetings, telephone conversations, and aftercare contacts.
- Using a person centered approach, provide case management services and assessments rooted in evidence based models such as Motivational Interviewing, Critical Time Intervention and Harm Reduction.
- Utilize electronic health record. Maintain accurate and up-to-date participant files/charts.
- Coordinate and document clinical care management and psychosocial services while also documenting the overall effectiveness of the care management services provided. Care Managers will develop an Individual Service Plan and review the plan periodically to document process toward goals.

- Serve as a liaison between families and community providers.
- Facilitate groups with a focus on life skills, education and support, relapse prevention and mental health counseling.
- Complete referrals to medical, mental health, and other outside providers.
- Collaborate with the Child Development Specialist and Workforce Opportunities on creating individualized service plans addressing the family's goals.
- Ensure overall compliance with organizational and funder regulations. Adhere to documentation requirements as assigned by leadership and funder regulation/standard.
- Coordinate aftercare services and follow-up contacts for post-discharge updates.
- Conduct outreach and engagement including apartment visits and/or inspections.
- Participate in community development efforts such as Community Meetings and supporting the residence in establishing partnerships with other providers in the community.
- Work with Property Management staff to assist tenant to meet terms of their lease including timely payment of rent and avoidance of any nuisance behaviors. Mediate landlord-tenant disputes that threaten housing stability.
- Utilize trauma informed interventions and culturally responsive engagement techniques to assist tenants with overcoming barriers to housing stability.
- Participate in community initiatives to fulfil Jericho Project's mission to end homelessness
- Provide crisis intervention as needed.
- Provide all services in a manner that respects cultural differences amongst tenants.
- Attends and participate in weekly supervision regularly, program meetings, agency and/or funder trainings.
- Conduct regular community resource development in order to enhance and expand program linkages.
- Assist families with budgeting, financial counseling regarding rent arrears, providing ADL training as needed.
- Carry out other duties as assigned by leadership.
- Field work can account for 85% of your time

Requirements:

- A Bachelor's degree in a childhood related field, such as psychology, child development or social work or human services related field.
- At least two years of experience working with persons with severe mental illness.
- At least two years of experience working with children with development needs.
- An understanding of working with homeless population.
- Familiarity with Harm Reduction Model, Housing First Approach and Motivational Interviewing.
- Candidate must be a self-starter with the skills and energy to work within the community.
- Familiarity with Foothold Technology AWARDS a plus
- Bilingual Spanish/English, preferred.
- Must possess strong organizational, writing, communication, and computer skills.
- Care Manager is regularly required to, type, use hands and fingers, reach with hands and arm. The Care Manager is regularly required to walk, stoop, and kneel. The 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 Care Manager is required to lift items less than 5 pounds. The Care Manager is regularly required to move throughout the NYC while carrying out job duties.

Compensation:

The salary range for this position is **\$53,000.00** to **\$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 – Family Scatter Site**
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