



Position: Senior Case Manager - SSVF
Location: New York, NY
Reports to: Senior 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 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 Senior Case Manager will play a pivotal role in supporting low-income veteran families who are experiencing homelessness or are at imminent risk of homelessness. Utilizing evidence-based practices such as Critical Time Intervention, Motivational Interviewing, and Harm Reduction techniques, the Senior Case Manager will provide comprehensive case management services while maintaining a supervisory and managerial role over junior staff. The position requires a commitment to promoting housing stability, providing supportive services, and collaborating with community resources.

Responsibilities:

Direct Case Management Services:

- Utilize Critical Time Intervention, Motivational Interviewing, and Harm Reduction techniques to assist veteran families in resolving housing crises.
- Conduct assessments and program intakes for new participants, ensuring all data and accompanying documentation are accurate, complete, and compliant with program requirements.
- Develop, implement, and regularly update housing stability plans to support veteran families in obtaining and maintaining permanent housing.
- Provide direct case management services through office-based interactions, fieldwork, and home visits.
- Identify client strengths, needs, abilities, and preferences, leveraging various interventions to address housing barriers.
- Mediate household and landlord-tenant disputes that threaten housing stability.
- Provide crisis intervention and post-placement follow-up support as needed.
- Resource Coordination and Advocacy.
- Serve as a liaison between veteran families and community providers, maintaining an extensive network of resources.
- Review case notes, housing stability plans, and temporary financial assistance (TFA) requests to ensure quality and accuracy.

Refer clients to appropriate community resources, including but not limited to:

- Preventive services.
- Benefits assistance (VA benefits, SNAP, SSI/SSDI, public assistance).
- Mental and physical healthcare.
- Employment and educational services.
- Advocate for veteran families with public agencies, landlords, and other stakeholders to address barriers to housing and services.
- Coordinate with housing specialists and Employment Specialists to align services with housing and employment goals.

Supervisory and Managerial Duties:

- Provide supervision and guidance to case managers, ensuring that they meet program objectives and maintain best practices.
- Oversee the intake and orientation process of new program participants and assist staff in conducting thorough assessments and service plans.
- Facilitate case reviews to review progress and challenges, offering guidance and actionable recommendations.
- Monitor team caseloads and ensure timely and effective service delivery.
- Train, mentor, and coach case management staff to build their professional skills and knowledge.
- Participate in line-staff recruitment.

Program Administration

- Ensure compliance with all SSVF program guidelines and funder requirements, including accurate and timely entry of client data into electronic case management systems.
- Complete 2010e applications for supportive housing placements and assist with coordinating housing searches and placements.
- Maintain accurate, up-to-date, and confidential client files, ensuring proper documentation of all services provided.
- Effectively manage participant discharge process.
- Participate in community initiatives, staff meetings, and professional development training to stay updated on best practices and program changes.
- Submit reports and updates on caseloads, outcomes, and program progress to the Senior Assistant Program Director.
- Collaborate with the Senior Assistant Program Director to refine policies, improve workflows, conduct trainings, and ensure program goals are met.

Community and Outreach:

- Conduct outreach and engagement to identify and connect with veteran families in need of services.
- Build and maintain strong partnerships with local community organizations, housing providers, and VA resources.
- Represent the SSVF program at community meetings, training, and events to further its mission of ending veteran homelessness.
- Carry out other duties as assigned by immediate supervisor and/or SSVF Program Director.

Requirements:

- Education: Bachelor's Degree in Human Services required; 0–6 months of experience in a related field.
- Preferred experience working with homelessness, substance abuse, mental health, and/or trauma settings.
- Prior experience working with veterans or military populations is strongly preferred.
- Familiarity with NYC resources is preferred.
- Superior organizational, written, and verbal communication skills.
- Strong time management, engagement, decision-making, and interpersonal skills.
- Self-starter with the ability to work effectively with high-need veterans in the community.
- Computer literacy and proficiency in electronic case management systems.
- Familiarity with federal, state, and local housing programs, including HUDVASH and supportive housing initiatives.
- Proficiency in Microsoft Office, specifically Excel, evidence-based practices such as Critical Time Intervention, Motivational Interviewing, and Harm Reduction techniques.
- Strong problem-solving and conflict-resolution abilities.
- Ability to provide effective coaching and support to team members.

Compensation:

The salary for this position is **\$55,000.00 to \$57,000.00 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: **Senior Case Manager - 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