



Position: Program Specialist - RRH
Location: New York, 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

Jericho Project is seeking an experienced and enthusiastic Program Specialist (Administrative Assistant) to join its rapid rehousing team to provide program coordination and support under the CoC's Rapid Rehousing program for homeless young adults and veterans.

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

Responsibilities:

- Collect all data needed to satisfy reporting requirements for the RRH program.
- Assist with quality assurance monitoring and communicate any issues to Assistant Program Directors, Program Director to Managing Program Director by run weekly reports for new intakes ensuring that all data is entered on the face sheet, housing stability plan is completed, and initial intake note is completed.
- Run weekly reports for all discharges and collect charts from Case Managers. Run reports weekly on admissions and discharges to ensure that RRH maintains 150 households permanently housed.
- Proactively schedule new admission intakes prior to discharges being completed to ensure RRH utilization rate is at or above 85%.
- Reconcile Temporary Financial Assistance information into AWARDS database for reporting and tracking utilizing the accounting general ledger.
- Maintain an effective working relationship with external referral community partners and maintain steady communication and rapport with the program staff.
- Efficiently compile, format and submit information regarding program outcomes, clients referred, clients enrolled, and ineligible clients to program management on a monthly basis.
- Actively assist and participate in all program activities, meetings and special events as needed.

- Receive, sort, and route mail, perform computer data entry, schedule appointments, reserve conference rooms, distribute metro cards, and perform other clerical tasks. such as filing and photocopying. Monitor supply inventory, order, and store and distribute supplies.
- Serve as initial point of contact for RRH program, answering phones and greeting visitors.
- Assess 25-35 households weekly by conducting prescreening assessments for program eligibility, determining preliminary eligibility. Explain next steps, including TAY-VI-SPDAT process and required paperwork for eligible households and set intake appointments. Manage all calendars. Provide appropriate referrals for all ineligible households.
- Maintain detailed reports of all potential participants seeking services. Report includes information on demographics, TAY-VI-SPDAT score, eligibility determination, referrals, outreach attempts, appointments, intake dates, and discharge dates.
- Represent RRH at internal and external events in efforts to conduct outreach, assess large numbers of potential participants for eligibility, and coordinate services. Actively assist and participate in all program activities and special events as needed.
- Design/assist with updates to promotional items and program forms as needed.
- Reconcile petty cash and MetroCard logs. Prepare pay orders for management.
- Coordinate with Building Services to resolve building related issues and our IT department to resolve technical issues as they arise.
- Assist with training and onboarding new employees by organizing and distributing training material, explaining eligibility, demonstrating how to conduct a prescreening, and reviewing intake paperwork.
- Track all internal and external referrals to legal, mental health, drop in services, substance abuse clinics, VBA, Callen Lorde, and UJC.
- Maintain binders for audits including – training binder, resource binder, staff meeting minutes, referrals, prescreens, and screened not enrolled.
- Attend program staff meetings, veteran group events, taking attendance and notes as required.
- Other job-related duties as assigned by the RRH management team.

Requirements:

- High School Diploma, (HSE), or Associates degree in human services, or in administrative support, business or related field, 1-2 years of full time experience in an office environment performing coordinating functions in support of a human services program, (preferred). Extensive experience may be substituted for the education requirement.
- A self-starter with strong organizational, analytical, and problem solving skills.
- Ability to multi-task and manage multiple priorities in a busy work environment.
- Strong writing skills, including formatting, editing, and finalizing letters and forms.
- Thorough knowledge of Microsoft Office applications and other office equipment.
- Good interpersonal skills, working well with others and interacting effectively as a team.
- Willing to participate actively in program and agency special events as needed, be cross-trained and cross-train others in support of program objectives.
- Capable of reading, interpreting, and applying complex data collection guidelines and submitting timely reports effectively using required formats.
- Veterans are highly encouraged to apply.
- Experience using AWARDS, and or CAPS (preferred).

Compensation:

The salary range for this position is **\$40,000.00** to **\$43,000.00 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: **Program Specialist - 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