



Position: Life Coach (Case Manager) - Walton
Location: Bronx, NY; Travel throughout NYC required
Reports to: Assistant Director, Walton House
Hours: Full time, 40 hours/week, 10am-6pm Mon-Friday

About Jericho Project

Jericho Project is a nationally recognized nonprofit that has been working to end homelessness at its roots since 1983. What began as a Manhattan soup kitchen has grown into a citywide organization serving nearly 3,000 New Yorkers each year—including over 700 veterans, as well as young adults and families, many of whom identify as LGBTQ+.

Jericho provides more than 600 units of supportive housing through seven permanent residences in the Bronx and Harlem, along with scattered-site apartments throughout New York City. Our housing-first model is paired with wraparound services delivered by skilled case managers, licensed mental health clinicians, and workforce development specialists. Together, these services support our four pillars of stability: housing, employment, wellness, and family.

In 2024, Jericho facilitated over 570 housing placements, helped secure nearly 275 job placements, and delivered over 750 therapy sessions through our in-house Jericho Therapy Program. As we move toward expanding our reach by an additional 2,000 units of housing, we remain committed to helping individuals and families build lasting independence and well-being—one person, one home, and one community at a time.

About the Position

The Case Manager (known as a ‘Life Coach’ at this site) will provide case management and service coordination at Walton House, an 89 unit Permanent Supportive Housing program which will house 33 young adults and 56 HUD VASH veterans. Candidates must have experience serving individuals who identify as LGBTQ and also have a history of working with young adult individuals with mental illnesses and substance abuse histories; experience in a supportive housing setting is preferred.

The Case Manager will be required to have frequent contact, not limited to, weekly or monthly face-to-face meetings, telephone conversations, e-mail and other electronic exchange with colleagues is expected. **The Life Coach will carry a caseload of maximum 15 Young Adults.**

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

Responsibilities:

- Provide enhanced case management services which will be informed by a Housing First approach in the office and at the resident’s home using evidence based practices such as Motivational Interviewing and Harm Reduction techniques.
- Conduct assessments and program intakes of assigned residents.
- Ensure data is accurate and complete and that all required accompanying documentation is collected.
- Coordinate and document clinical case management and psychosocial services while also documenting the overall effectiveness of the case management services provided.
- Develop and update person centered service plans (every 90 days).

- Utilize trauma informed interventions and culturally responsive engagement techniques to assist residents with overcoming barriers to housing stability and assist them in their community integration to Walton House.
- Identify each resident's strengths, needs, abilities, and preferences.
- Act as liaison for the clinical therapist at the program site.
- Provide referrals, advocacy, and linkages to public benefits including but not limited to healthcare, SNAP, SSI/SSDI, and public assistance.
- Maintain and refer to a network of resources and contacts that will further their community integration.
- Implement groups with a focus on life skills, education and support, relapse prevention and mental health counseling,
- Coordinate with Jericho's Workforce Opportunities department to link residents to employment and educational assistance.
- Coordinate aftercare services and follow-up contacts for post-discharge updates.
- Conduct outreach and engagement including apartment visits and inspections.
- Participate in community development efforts such as Community Meetings and supporting the residence in establishing partnerships with other providers in the community.
- Ensure compliance with organizational and funder regulations and documentation.
- Work with Property Management staff to assist resident to meet terms of their lease including timely payment of rent and avoidance of any nuisance behaviors.
- Provide all services in a manner that respects cultural differences amongst residents.
- Carry out other duties as assigned by management.

Requirements:

- A Bachelor's degree in human services or a closely related field.
- Experience working in LGBTQ, young adults, veterans, homelessness, substance abuse, mental health and/or trauma settings preferred.
- Must possess strong organizational, writing, communication, and computer skills.
- Candidates must be self-starters with the skills and energy to work with high-need individuals.
- Strong engagement and interpersonal skills.
- Some relevant experience working with low-income or homeless populations.
- Be familiar with interventions needed for resident with severe persistent mental health issues.
- Candidates must be self-starters with the skills and energy to work with in the community.
- Local applicants are highly encouraged to apply.
- Bilingual English/Spanish a plus.
- Case Manager is regularly required to type, use hands and fingers, reach with hands and arm. The Case 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 Case Manager is required to lift items less than 5 pounds. The Case Manager is regularly required to move throughout the facility 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: **Life Coach - Walton**
245 W. 29th Street, Suite 902
New York, NY 10001
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.