



Position: Senior Case Manager – 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 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 Senior Case Manager will be responsible for providing rapid rehousing services to high risk veterans, young adults, and families. The Senior Case Manager will carry a caseload of approximately 10-12 participants.

The Senior Case Manager will be required to have frequent contact, but not limited to, weekly or monthly face-to-face meetings, telephone conversations, aftercare contacts and survey distribution, e-mail, and other electronic exchange with each participant on his or her caseload, depending on the need for services and post-placement support. Additionally, Senior Case Manager will provide oversight to case management team by reviewing documentation, review financial requests, onboarding new staff and taking on special projects as assigned by the Assistant Director's and Program Director.

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

Responsibilities:

- Utilize Motivational Interviewing and Harm Reduction techniques to assist both veterans and young adults, singles and families who are homeless to resolve their housing crises and promote long-term housing stability.
- Conduct assessments and program intakes for individuals seeking rapid re-housing services. Ensure data is accurate and complete and that all required accompanying documentation is collected. Update case notes in electronic case management system in a timely manner.

- Make referrals on behalf of participants for mental health services and complete psychosocial evaluations, for those considering supportive housing applications with assistance from LCSW Therapist and Program Director Senior CM will act as a liaison to submit at least 10 supportive housing application semi-annually.
- Assist in the development and facilitation of workshops and groups including independent skills, healthy relationship and mental health, etc.
- Conduct intakes and assist in the orientation process of new program participants.
- Provide direct case management services in the office and at field/home visits with high-risk participants.
- Develop and update housing stability plans to assist participants to obtain or maintain permanent housing. Identify household's strengths, needs, abilities, and preferences. Utilize a variety of interventions to assist participants with overcoming barriers to housing stability, including increasing income and benefits.
- Provide hands-on assistance to engage high-risk participants in finding suitable housing, including accompanying those participants to apartment viewings and other appointments. In addition, the Senior Case Manager will advocate on behalf of the participants with landlords and brokers to overcome any issues or challenges to securing and maintaining suitable housing. Work collaboratively with community housing specialists to identify suitable housing.
- Assess high-risk participants for housing readiness by evaluating the appropriate level of housing for the client needs.
- Conduct housing re-inspections for identified units once the client has moved into housing to assess for concerns. Mediate household and/or landlord-tenant disputes that threaten housing stability. Serve as point-of-contact for landlords and maintain positive landlord relationships.
- Conduct Bi-monthly face to face contact with participants and quarterly visits to the client's home.
- Coordinate with Workforce Opportunities team to link participants to employment and educational assistance.
- Identify and make referrals to community resources including but not limited to preventive services, long-term case management programs, benefits assistance, SSI/SSDI, mental and physical healthcare, pantries, hospitals and Homebase to maintain stable housing.
- Assist with household budgeting and provide referrals for financial counseling as needed.
- Assess participants' need for financial assistance and submit completed requests as needed.
- Provide crisis intervention and skill building as needed.
- Utilize electronic case management system. Maintain accurate and up-to-date client files.
- Assign trainings to case management staff as needed. Ensure that CM staff complete Relias trainings.
- Participate in community initiatives to fulfil Jericho Project's mission to end homelessness.
- Participate and coordinate case conferences, staff meetings, and training.
- Carry out other duties as assigned by Assistant Director and/or Program Director.

Requirements:

- Bachelors' Degree in social work or similar field. Preferred Master Senior Case Manager.
- Experience working in homelessness, substance abuse, mental health and/or trauma settings preferred.
- Experience working with veterans/military, young adults, or LGBTQ populations preferred.
- Knowledge of NYC resources preferred.
- Must possess strong organizational, writing, communication, and computer skills.
- This position includes fast paced case management and some field work. Candidates must be self-starters with the skills and energy to work with high need participants in the community.
- Strong engagement and interpersonal skills.

Compensation:

The salary range for this position is **\$55,000.00 to \$60,000.00 *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 – 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