



Position: Program Director, Workforce Opportunities
Location: Bronx and Manhattan
Reports to: Deputy Chief, Workforce Opportunities
Hours: Fulltime, 40 hours, some evenings/weekends required

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 Workforce Opportunities Program (WFO) of Jericho Project is seeking a visionary leader to manage the portfolio of workforce development for Jericho's Housing Access programs and its Business Development services. These programs serve young adults, veterans, and vulnerable adults and families who have experienced, or are at risk of, homelessness. Applicant must have proven track record of successfully managing workforce development operations in a not-for-profit setting and delivering desired performance outcomes consistently. The successful candidate is a dynamic leader who builds strong partnerships with workforce practitioners and housing services providers to maximize the resources available to the vulnerable adults and young adults in Jericho programs. This position will provide direct supervision to a team of four staff, with oversight of Career Counselors and Employment Specialists. Ensure that all programs and services are delivered in a culturally responsive and equitable manner, addressing systemic barriers and promoting inclusion.

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

Responsibilities:

Program Management:

- Manage the daily operations of Jericho's Workforce Opportunities Programs Housing Access (including Veterans, Young Adults and Unsheltered households) and Business Development services.
- Monitor and coordinate all phases of the program operations and service delivery, including outreach and recruitment, enrollment, client engagement, job readiness training, job search assistance, job placement, and job retention.
- Prepare, review, and analyze data and reports to evaluate level of service and program quality; recommend and implement improvement plans, where needed.
- Manage programs to ensure that performance outcomes are fully met.
- Maintain presence and active engagement in the Workforce Development and Social Services network of practitioners serving our participants.
- Develop and implement effective outreach strategies to link participants to WFO services; monitor the volume of referrals and manage outreach activities to meet enrollment targets.
- Develop and drive agenda for assigned portfolio in line with WFO departmental goals; initiate and participate in quality improvement planning and process.
- Provide support to the integration of interdisciplinary perspectives in the service planning and delivery process.
- Initiate and attend joint case conferencing sessions and monthly meetings with other program directors and the case management team.
- Facilitate career and education workshops as required.

Staff Management and Supervision:

- Build and lead a high functioning team focused on the delivery of pre- and post-employment services informed by Supported Employment principles.
- Hire, onboard, and train new staff.
- Train, coach and guide Career Counselors on the implementation of Motivational Interviewing and client-centered service planning in the WFO service delivery process.
- Assist WFO staff to improve the quality of work products, e.g., resumes, progress notes, case management interviewing skills.
- Evaluate staff training needs; identify resources for training and ensure staff participation in required training.
- Develop meeting agendas and hold weekly meetings with supervisees. Hold monthly team meetings.
- Complete written performance evaluations as required.
- Communicate and monitor compliance with Jericho Project's Code of Ethics and Human Resources policies and procedures.

Administrative and Compliance:

- Implement internal monitoring processes for quality assurance of electronic and manual case records.
- Ensure that recordkeeping standards (electronic and manual) for administrative and client files meet the requirements of auditing agencies.
- Monitor and ensure timely data input and accuracy of information in Jericho's Electronic Case Management systems.
- Submit reports as required by the supervisor and Jericho executive team.
- Troubleshoot systems problems to ensure office technology is consistently operational.
- Assist in developing proposals; obtain linkage agreements from partnering agencies as requested by Jericho's Development team.
- Develop and present outcome and performance reports to funders and stakeholders as required, including participation in site visits and audits.
- Manage client services funds and accounts (petty cash, metrocards).
- Attend monthly departmental meetings and weekly meetings with supervisor.

Requirements:

- Master's Degree preferred or bachelor's degree with 5-10 years of equivalent experience.
- Must have superb not-for-profit program management skills and strong commitment to helping service recipients achieve positive outcomes.
- Prior program management and supervisory experience in Workforce Development is required.
- Working knowledge of the needs of individuals with substance use disorders, mental health diagnoses, and a history of homelessness is strongly preferred.
- Experience in AWARDS, Motivational Interviewing practices, and person-centered service planning is desirable.
- Bilingual (Spanish) is a plus.

Compensation:

The salary range for this position is **\$75,000.00 to \$85,000.00 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 Director, Workforce Opportunities (WFO)**
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