



Position: Senior Director of Intake & Leasing
Location: Bronx, NY
Reports to: Deputy Chief of Building Operations
Hours: Full-time, 40 hours per week, late evenings and some 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

Under the direct supervision of the Deputy Chief of Building Operations, the Senior Director of Intake & Leasing will supervise the outreach, intake, and leasing & subsidy renewals across Jericho's portfolio. The position includes supervising a growing department, expected to expand to several additional employees in the next 2-4 years as Jericho doubles its portfolio. The position will lead the planning and design of intake and re-rentals for new housing and partnership models.

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

Responsibilities:

Administration & Supervision

- Supervise a current team of two staff and additional temporary staff, expected to increase later in 2024.
- Responsible for the overall coordination of relationships internally to the supportive housing sites and externally to government and other non-profit entities.
- Manage the outreach and intake pipeline to ensure that Jericho maintains a high occupancy rate of 95+% across its portfolio.
- Lead the interfacing with the Managers of Building Operations and Program Directors to ensure that pipeline of vacant units is quickly readied for occupancy; report time lags identified in the Activity Report to the Deputy Chief.
- Work with supervisor, Chief Operating Officer and Director of Quality Assurance & Compliance to develop reports and systems to best manage the work of the department.
- Lead and support intake teams in new housing development rent-ups, ensuring that deadlines and quotas are met. Participate in lease-up activities as required.
- Act as back-up to Leasing and Intake Coordinators in their absence.

Intake & Leasing

- Review, evaluate and verify clients' intake information to assure compliance with program eligibility guidelines, Low Income Housing Tax Credit (LIHTC) and government subsidies (HPD, NYCHA), maintaining compliance with leases and subsidy regulations including Low Income Housing Tax Credits, HOME, Section 8 (NYCHA) HUDVASH, DHCR rent registrations, annual lease renewals and the tax credit investors.
- Coordinate and/or conduct group and individual intakes with Program Directors and Managers of Building Operations.
- Log, file and enter source documents and related data into client files, HMIS, CAPS, and other data capture systems.
- Generate eligibility/ ineligibility letters to applicants as well as participant progress reports and letters.
- Respond to email, phone and mail inquiries as pertaining to housing eligibility and documentation.
- Monitor lease expirations and proactively contact existing tenants for renewals.
- Review rental increases and communicate/ send any notices to tenants.
- Review the tenant move-ins and move-outs procedures with tenants.
- Liaise with NYCHA and HPD to submit annual increase forms for residents.
- Participate in program, department and agency meetings and trainings as required, as well as inter-agency groups that provide assistance to individuals experiencing homelessness.
- Maintain and execute confidential information to HIPPA standards.
- Attend staff trainings and department meetings as needed and other duties as assigned.

Requirements:

- A Bachelor's degree is required, plus minimum of one year in the Human Services field.
- Two (2) years of experience in intake in affordable and/or supportive housing.
- Experience in leasing, subsidy renewals and Low Income Housing Tax Credit (LIHTC) compliance is a plus.
- LIHTC certification or ability to acquire it within 1 year of start of employment is required.
- Strong documentation and organizational skills including electronic and hard copy documentation.
- Ability to work independently and as part of a team.
- Ability to manage effectively and coordinate multiple projects simultaneously in a high- pressure environment.
- High computer literacy.
- Experience in Appfolio is a plus.

Compensation:

The salary for this position is **\$75,000 – \$85,000 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.

Candidates with experience greater than the range will be considered with commensurate adjustment to the salary.

How to Apply:

Interested applicants must submit a resume and cover letter with salary requirements to:

Human Resources Department Jericho
Project
Job Code: **Senior Director of Intake and Leasing**
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