



Position: Rapid Resolution Coordinator - SSVF
Location: New York, NY
Reports to: Senior Assistant 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 Rapid Resolution Coordinator will play a pivotal role in supporting low-income veteran families who are experiencing homelessness or are at imminent risk of homelessness. Utilizing evidence-based practices such as Critical Time Intervention, Motivational Interviewing, and Harm Reduction techniques, the Rapid Resolution Coordinator will provide comprehensive case management services while maintaining a supervisory and managerial role over junior staff. The position requires a commitment to promoting housing stability, providing supportive services, and collaborating with community resources.

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

Responsibilities:

Direct Case Management Services:

- Utilize Critical Time Intervention, Motivational Interviewing, and Harm Reduction techniques to assist veteran families in resolving housing crises.
- Conduct assessments and program intakes for new participants, ensuring all data and accompanying documentation are accurate, complete, and compliant with program requirements.
- Develop, implement, and regularly update housing stability plans to support veteran families in obtaining and maintaining permanent housing.
- Provide direct case management services through office-based interactions, fieldwork, and home visits.
- Identify client strengths, needs, abilities, and preferences, leveraging various interventions to address housing barriers.
- Mediate household and landlord-tenant disputes that threaten housing stability.
- Provide crisis intervention and post-placement follow-up support as needed.
- Resource Coordination and Advocacy.
- Serve as a liaison between veteran families and community providers, maintaining an extensive network of resources.
- Review case notes, housing stability plans, and temporary financial assistance (TFA) requests to ensure quality and accuracy.
- Have rapid resolution conversations with veterans entering NYC's homeless system, with the goal of successfully rapidly resolving 10% of veterans assessed. This will include 30th Street Men's Shelter and any other points of entry identified.
- Provide ongoing development and training to Case Managers, Program Specialists, and Outreach staff on Rapid Resolution. Assist with training additional staff as needed.
- Provide support for all other Jericho staff who have Rapid Resolution conversations – including reporting and troubleshooting cases.
- Facilitate monthly Rapid Resolution Learning Sessions for all Jericho staff having rapid resolution conversations. Discuss best practices and review both successful and unsuccessful case examples to ensure Jericho is able to successfully rapidly resolve 10% of the veterans assessed.
- Provide crisis intervention as needed.
- Provide post-placement support and follow-up contacts.

Refer clients to appropriate community resources, including but not limited to:

- Preventive services.
- Benefits assistance (VA benefits, SNAP, SSI/SSDI, public assistance).
- Mental and physical healthcare.
- Employment and educational services.
- Advocate for veteran families with public agencies, landlords, and other stakeholders to address barriers to housing and services.
- Coordinate with housing specialists and Employment Specialists to align services with housing and employment goals.

Supervisory and Managerial Duties:

- Provide supervision and guidance to Sr. Case Manager, ensuring that they meet program objectives and maintain best practice.
- Oversee the intake and orientation process of new program participants. Assist staff in conducting thorough assessments and service plans.
- Facilitate case reviews to review progress and challenges, offering guidance and actionable recommendations.
- Monitor team caseloads and ensure timely and effective service delivery.
- Train, mentor, and coach case management staff to build their professional skills and knowledge.
- Participate in line-staff recruitment.

Program Administration

- Ensure compliance with all SSVF program guidelines and funder requirements, including accurate and timely entry of client data into electronic case management systems.
- Complete 2010e applications for supportive housing placements and assist with coordinating housing searches and placements.
- Maintain accurate, up-to-date, and confidential client files, ensuring proper documentation of all services provided.
- Effectively manage participant discharge process.
- Participate in community initiatives, staff meetings, and professional development training to stay updated on best practices and program changes.
- Submit reports and updates on caseloads, outcomes, and program progress to the Senior Assistant Program Director.
- Collaborate with the Senior Assistant Program Director to refine policies, improve workflows, conduct trainings, and ensure program goals are met.

Community and Outreach:

- Conduct outreach and engagement to identify and connect with veteran families in need of services.
- Build and maintain strong partnerships with local community organizations, housing providers, and VA resources.
- Represent the SSVF program at community meetings, training, and events to further its mission of ending veteran homelessness.
- Carry out other duties as assigned by immediate supervisor and/or SSVF Program Director.

Requirements:

- Education: Bachelor's Degree in Human Services required; 0–6 months of experience in a related field.
- Preferred experience working with homelessness, substance abuse, mental health, and/ or trauma settings.
- Prior experience working with veterans or military populations is strongly preferred. Familiarity with NYC resources is preferred.
- Superior organizational, written, and verbal communication skills.
- Strong time management, engagement, decision-making, and interpersonal skills.
- Self-starter with the ability to work effectively with high-need veterans in the community.
- Computer literacy and proficiency in electronic case management systems.
- Familiarity with federal, state, and local housing programs, including HUDVASH and supportive housing initiatives.
- Proficiency in Microsoft Office, specifically Excel, evidence-based practices such as Critical Time Intervention, Motivational Interviewing, and Harm Reduction techniques.
- Strong problem-solving and conflict-resolution abilities.
- Ability to provide effective coaching and support to team members.

ADA SPECIFICATIONS

This position is largely sedentary in nature; however, one must be able to speak, hear, see, and write, as well as use a computer and related software programs, and lift up to 25 lbs. Local and/or national travel required, and may involve longer weekday/weekend commitments to complete related business projects or meet deliverables.

Compensation:

The salary range for this position is **\$66,300.00 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: **Rapid Resolution Coordinator - SSVF**
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