



**Position:** Deputy Chief, Human Resources  
**Location:** New York, NY  
**Reports to:** Chief Executive Officer  
**Hours:** Full-time, 40 hours per week, some evenings /weekends

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#### **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.

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#### **About the Position**

Jericho Project is seeking a full-time Deputy Chief, Human Resources to provide strategic leadership to the Human Resources function within the agency. This role is responsible for leading the identification of talent management issues and needs to support the organization's growth and achievement of its mission, and develop strategies, programs and solutions to address these. The Deputy Chief will ensure policies and practices that support a collaborative and inclusive culture, and effective performance and employee relations. They are responsible for ensuring effective acquisition, retention and development of talent, as well as organizational compliance.

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

#### **Responsibilities:**

- Proactively identifies talent management strategies and staffing needs through regular communication and collaboration with leaders, understanding of the organization's needs, and monitoring trends and best practices.
- Oversees a team of HR professionals. Provides continual leadership, mentoring, career development and coaching. Provides continuous performance feedback to team members. Ensures the development and training of the HR team to enable meaningful employee engagement, career mobility and professional fulfillment.
- Serves as coach and thought partner to leadership and managers, guiding effective decision-making and management of staff.
- Ensures financial sustainability, particularly through assisting leaders with managing staffing, benefits and development budgets. Advises senior leadership on risk management with respect to employees.
- Oversees effective recruitment strategies and tactics to ensure continual pipeline of strong talent to meet team needs. Strengthens and promotes employer brand and ensures positive and effective candidate experience.
- Oversees onboarding and offboarding programs and processes and ensures continual improvement to enhance the employee experience and organizational needs.
- Develops programs, policies and practices to ensure an engaging employee experience, internal employee customer satisfaction, and compliant organization. Ensures effective and consistent communication and administration. Ensures Jericho adheres to all applicable laws and regulations as an employer, both federal and state.
- Manages the Director of Training in the development and implementation of a learning and development strategy for staff.
- Guides the organization in the development of career paths for staff, identifying competencies needed for roles and ensuring staff development in these areas to achieve career mobility.
- Works with leaders and supervisors to address key performance and employee issues. Coaches supervisors and employees to ensure effective management of employee issues and performance. Works with Director of Human Resource to continually evaluate and improve performance feedback and review processes.
- Works with C-Suite to develop a compensation strategy and program. Articulates philosophy, develops programs and processes to ensure competitive and equitable compensation decisions and structure.
- Works with the C-Suite to develops benefits strategy and programs. Ensures competitive and cost-effective package. Educates staff of elements of plans and ensures good effective administration and utilization.
- Works with leadership to ensure effective employee communication. Prepares and delivers succinct, clear, insightful and influential executive-level presentations and communications.
- Supports leadership to develop, reinforce and maintain an inclusive culture aligned with Jericho Project's values. Ensures monitoring of the pulse of the organization by regularly gathering feedback and addressing any issues that arise. Reports to leadership on key takeaways from surveys.
- Continual improve the performance review process.
- Responsible for tracking and achieving key metrics in retention, staffing, and engagement. Advises senior leadership on risk management with respect to employees.
- Keeps abreast of HR best practices and brings relevant insights and solutions to the organization.

**Requirements:**

- Bachelor's degree plus minimum 10 years' relevant work experience, including leading strategy and execution of a talent management/human resources function. Master's degree a plus.
- HR certification (PHR, SPHR, SHRM-CP, or SHRM-SCP).
- Demonstrated expertise in principles and practices of talent management, including successful design and implementation of creative, strategic talent management solutions and programs across the HR/talent lifecycle.
- Demonstrated experience effectively leading a team as well as hands-on work in human resources.
- Strong knowledge of employment law and HR best practices.
- Experience working with HRIS and payroll systems.
- Experience working in a nonprofit, especially a social services environment, around issues of homelessness, and veterans are preferred.
- Proven experience in employee relations, performance management, and talent development.
- Experience developing relationships, influencing, and collaborating with leaders and staff.
- Demonstrated positive and proactive approach to conflict resolution; ability to mediate, coach, and provide internal consultation by developing trusting relationships, influencing and collaborating.
- Effective project management skills and experience overseeing the work of multiple work streams and/or team members.
- Demonstrated business and technical acumen and understanding of HRIS and related technology tools.
- Excellent written and oral communication skills with demonstrated experience speaking, presenting, and writing clearly and convincingly to a wide variety of audiences including C-Suit, staff and external parties.
- Demonstrated commitment to valuing diversity and contributing to and leading an inclusive working and learning environment and culture.
- Excellent judgment and interpersonal skills.
- Strong organizational and analytical skills.
- Ability to work onsite at least two days a week; proven track record of successful remote work.

**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 **\$110,000.00 to \$130,000.00 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: **Deputy Chief of Human Resources**  
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](http://www.jerichoproject.org)*