



Position: Program Director – Gun Hill Road
Location: Bronx, NY
Reports to: Deputy Chief of Programs
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 Program Director will be responsible for the overall development and daily operations of the site. They will be accountable for the supervision of all staff and ensure that clients' case management is ongoing and that charts and records are reviewed and audited frequently. This person must have extensive experience serving individuals with mental illness and substance abuse histories; experience in a supportive housing setting is preferred. The individual must be a visionary leader who can inspire both staff and tenants.

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

Responsibilities:

- Participate in hiring, training, supervising, and developing program team with a strong sense of accountability for achieving outcomes for participants.
- Using a person centered approach, ensure light touch case management services and assessments are rooted in evidence based models such as Motivational Interviewing, Critical Time Intervention and Harm Reduction. Must be knowledgeable of Trauma Informed Care practices. Ensure all services are provided in a manner which respects cultural differences amongst participants.
- Collaborate with Workforce Opportunities Staff to assist tenants in developing employment related goals, ensuring participants are receiving person centered services.
- Ensure overall compliance with organizational and funder regulations. Adhere to documentation requirements as assigned by leadership and funder.
- Facilitate Community Meetings and support the program in establishing partnerships with other providers in the community.
- In conjunction with staff, oversee the development and implementation of program services, including groups, community/tenant meetings, activities and celebrations, etc.... to meet participant and program needs.
- Utilize data to ensure program goals are met and to address trends (both positive and challenging).
- Oversee data collection, compliance and monitoring for governmental funding, private grants and internal performance management metrics.
- Perform data integrity checks and create plan to address any deficiencies or errors.
- Provide written reports, as required, to Senior Management.
- Develop linkages with community organizations to support the work of the program.
- On-Call availability (in person and remotely) to participate in managing tenant emergencies.
- Provide crisis intervention as needed. Provide regular, ongoing supervision of staff as appropriate and facilitate staff meetings. Provide case management support to staff as needed.
- Work with Property Management staff to assist participant to meet terms of their lease including timely payment of rent and avoidance of any nuisance behaviors. Mediate landlord-tenant disputes that threaten housing stability.
- Assess serious incidents, review appropriateness of incident management and make corrections as needed.
- Participate in community initiatives to fulfill Jericho Project's mission to end homelessness.
- Conduct case conference to inform service provision as needed.
- Other duties as assigned by senior leadership.

Requirements:

- Master's Degree in Social Work, Human Services or related field required. A self-starter with a Master's Degree in Human Services. At least five years' experience working in the fields of substance use, mental health, and/or homelessness. Extensive experience working with individuals with substance use is a must.
- Must be computer literate.
- Must have proven supervisory skills including at least three years supervisory experience. Must possess superior written and verbal skills.
- Understanding of Harm Reduction, Motivational Interviewing, Housing First & Supported Employment Modalities. Good communication skills with strong organizational writing and computer skills required.
- Ability to manage multiple projects and delegate task as needed.
- Bilingual in Spanish is a plus.
- Program Director is regularly required to, type, use hands and fingers, reach with hands and arm. The Program Director is regularly required to walk, ascend and descend stairs, stoop, and kneel. The Program Director is often required to spend up to six (6) hours sitting at a desk during a normal eight (8) hour shift. Occasionally the Program Director is required to lift items less than 5 pounds. The Program Director is regularly required to move throughout the facility/NYC while carrying out job duties.

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 **\$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 – Gun Hill Road**
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