



**Position:** Tenant Service Coordinator  
**Location:** Bronx, NY  
**Reports to:** Program Director, Gun Hill Road  
**Hours:** Full-time, 40 hours per week, including 1 weekend

---

#### **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 Tenant Service Coordinator will provide case management and service coordination at Gun Hill Road a 79-unit Permanent Supportive Housing program. Candidates must have experience serving adults with mental illnesses and substance use histories; experience in a supportive housing setting is preferred.

The Tenant Service Coordinator will be required to have frequent contact, not limited to, weekly or monthly face-to-face meetings, telephone conversations, e-mail and other electronic exchange with colleagues is expected.

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

#### **Responsibilities:**

- Maintain a case load of high risk/high intensity tenants.
  - Provide enhanced case management services which will be informed by a Housing First approach in the office and at the resident's home using evidence-based practices such as Motivational Interviewing and Harm Reduction techniques.
  - Conduct assessments and program intakes for all assigned residents.
  - Ensure data is accurate and complete and that all required accompanying documentation is collected.
  - Develop and update person centered service plans (every 6 month).
  - Utilize trauma informed interventions and culturally responsive engagement techniques to assist residents with overcoming barriers to housing stability and assist them in their community integration.
  - Identify each resident's strengths, needs, abilities, and preferences.
  - Act as liaison for the psychiatrist at the program site and manage the appointment times of residents receiving services from the doctor.
  - Provide referrals, advocacy, and linkages to public benefits including but not limited to healthcare, SNAP, SSI/SSDI, and public assistance.
  - Maintain and refer to a network of resources and contacts that will further their community integration.
  - Implement groups with a focus on life skills, education and support, relapse prevention and mental health counseling.
  - Coordinate with Jericho's Workforce Opportunities department to link residents to employment and educational assistance.
  - Coordinate aftercare services and follow-up contacts for post-discharge updates.
  - Conduct outreach and engagement including apartment visits and inspections.
  - Participate in community development efforts such as Community Meetings and supporting the residence in establishing partnerships with other providers in the community.
  - Ensure compliance with organizational and funder regulations and documentation.
- Complete a monthly Audit Tool and ensure that all citations are cured.
- Work with Property Management staff to assist resident to meet terms of their lease including timely payment of rent and avoidance of any nuisance behaviors.
  - Provide all services in a manner that respects cultural differences amongst residents.
  - Provide administrative support to the Assistant Director and Program Director as needed.
  - Other duties as assigned by a supervisor.

**Requirements:**

- A Bachelor's degree in human services or related field required.
- Experience working with homelessness, substance use, mental health and/or trauma settings preferred.
- Must be willing to work a weekend day.
- Must possess strong organizational, writing, communication, and computer skills.
- Candidates must be self-starters with the skills and energy to work with high-need individuals.
- Strong engagement and interpersonal skills.
- Some relevant experience working with low-income or homeless populations.
- Be familiar with interventions needed for resident with severe persistent mental health issues.
- Local applicants are highly encouraged to apply.
- Bilingual English/Spanish strongly preferred.
- Tenant Service Coordinator is regularly required to, type, use hands and fingers, reach with hands and arm. Tenant Service Coordinator is regularly required to walk, ascend and descend stairs, stoop, and kneel. Tenant Service Coordinator is often required to spend up to six (6) hours sitting at a desk during a normal eight (8) hour shift. Occasionally the Tenant Service Coordinator is required to lift items less than 5 pounds. The Tenant Service Coordinator 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 **\$53,000 to \$55,000 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.

**How to Apply:**

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

Human Resources Department  
Jericho Project  
Job Code: **Tenant Service Coordinator - Gun Hill Road**  
245 W. 29<sup>th</sup> Street, Suite 902  
New York, NY 10001  
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)*