



**Position:** Program Director – Kingsbridge Terrace  
**Location:** Bronx, NY  
**Reports to:** Senior Director  
**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

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 tenants receive ongoing quality case management services. The Program Director will also ensure charts and records are reviewed and audited frequently resulting in overall compliance. 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:

- Responsible for the overall quality and provision of services provided to the residents.
- Provide leadership and vision at the site.
- Participate in hiring, training, supervising, and developing program team with a strong sense of accountability for achieving outcomes for residents and complying with Jericho Project's and funder regulations and requirements.
- Responsible for program development, implementation, coordination and evaluation.
- Ensure that services are known, accessible to, and inclusive of all potential participants. Service delivery is conducted in a manner that supports a Housing First model including utilization of Harm Reduction, Motivational interviewing, Stages of Change and Trauma Informed Care.
- Using a person centered approach, ensure case management services and assessments are rooted in evidence based models such as Motivational Interviewing, Critical Time Intervention and Harm Reduction. Ensure all services are provided in a manner which respects cultural differences amongst tenants.
- Collaborate with Workforce Opportunities Staff to assist tenant in developing employment related goals, ensuring tenants are receiving person centered services.
- Ensure overall compliance with organizational and funder regulations. Adhere to documentation requirements as assigned by leadership and funder.
- In conjunction with staff, oversee the development and implementation of program services, including groups, community/tenant meetings, activities and celebrations, etc.... to meet tenant and program needs.
- Perform data integrity checks on AWARDS and TMS and create plans to address any deficiencies or errors.
- Work with staff to compile accurate and timely reports to both internal and external stakeholders.
- Collaborate with Building Operations Manager to ensure communication and joint planning strategies between Social Services and Property Management through a proactive approach to assist tenants in retaining housing through budgeting, money management and compliance with lease terms.
- Develop or modify site policies and procedures as needed.
- Conduct quality assurance on a monthly basis of all case records.
- Provide weekly clinical supervision, including conducting monthly case conferences and Incident Committee Reviews.
- Provide direction, motivation, training and support to Social Service staff through weekly team meetings.
- Provide orientation for staff to Jericho Project mission, protocols, and procedures.
- Monitoring and evaluating staff performance.
- Responsible for setting, spending, and monitoring site operating budget to ensure that it is maintained within contractual guidelines.
- Facilitate monthly community meetings and provide direct services to residents as needed, including carrying a small case load, when applicable.
- Participate in Program Directors meetings to develop and evaluate program services.
- Identify resources and develop linkages in the community for clients, such as preventive services, benefits assistance, mental and physical healthcare, financial counseling, pantries, and hospitals in order to meet individualized service goals.
- Identify and meet training needs for staff.

- Assist with the Jericho Project events and perform other duties including networking with various social service organizations to enhance the delivery of programmatic services for current residents and graduates.
- Utilize data to ensure program goals are met and to address trends (both positive and challenging).
- Provide written reports, as required, to Senior Management.
- On-Call availability (in person and remotely) to participate in managing tenant emergencies and Social Service emergency consultation. Provide crisis intervention as needed.
- Assess serious incidents, review appropriateness of incident management and make corrections as needed.
- Participate in community initiatives to fulfil Jericho Project’s mission to end homelessness.

**Requirements:**

- Master’s Degree in Social Work, Human Services or related field required.
- At least five years’ experience working in the fields of substance abuse, mental health, and/or homelessness.
- 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.
- Bilingual 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, ascent and descent 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 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.

The above statements are intended to describe the general nature and level of work being performed by the individual(s) assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required. Management reserves the right to modify, add, or remove duties and to assign other duties as necessary.

**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 – Kingsbridge Terrace**  
 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)*