



Position: Benefits Services Coordinator – Workforce Opportunities
Location: New York, NY
Reports to: Deputy Chief, Workforce Opportunities
Status: Full-Time, 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

Benefits Services Coordinator will enhance capacity, educate staff, and provide technical assistance on all matters related to public benefits systems and entitlements for Veterans, low-income individuals and families, people living with disabilities, and low-income young adults, in order to facilitate and maximize access to benefits for Jericho clients.

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

Responsibilities:

- Develop and implement strategies for continuous quality improvement of benefits services delivered to Jericho tenants and program participants.
- Perform as Lead educator on entitlements; design and deliver internal trainings for staff and management as needed.
- Identify and recommend offsite trainings related to the public benefits systems and resources for Jericho staff.
- Create systems for regularly communicating changes in the government entitlement policies and procedures with Jericho staff and management.
- Liaise with government offices on behalf of staff and troubleshoot problems in the benefits application process.
- Recruit for and manage the Adult and Child SOAR Specialist teams; oversee certifications, maintain accurate data and prepare monthly reports; complete quality reviews of applications.
- Educate and coach SOAR Specialists on preparing and submitting SOAR applications, including medical summaries; provide technical assistance as needed by the complexity of applications.
- Train and supervise the Benefits Specialist positions; complete performance reviews, prepare monthly reports and other required administrative tasks.
- Develop, maintain, and update an inventory of Jericho clients' eligibility for benefits, application status and access to benefits.
- Oversee and ensure timely documentation of benefits in Jericho's data management system; prepare and submit related reports as requested by staff, management, and funders.
- Manage communication with Jericho Directors, evaluate gaps in Benefits Services and develop new initiatives in response.
- Facilitate periodic staff meetings and case conferences related to benefits.
- Other responsibilities as assigned and required by the emerging needs of programs and clients.

Requirements:

- Bachelor's degree required.
- Superb knowledge of benefits and public benefits systems, as well as, prior experience providing benefits counseling to low-income families and veterans are required.
- Excellent presentation, oral and written communication skills required.
- Ability to work and produce desired performance outcomes in a team environment, requiring high level of collaboration, cooperation, and team work.
- Ability to travel throughout the five boroughs.

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 **\$55,000.00 to \$60,000.00 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: **Benefits Services Coordinator**
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