



Position: Senior Housing Navigator - SSVF
Location: New York, NY
Reports to: Assistant Director of Housing, Date & Quality
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

Jericho Project is seeking an experienced and driven individual to join the Supportive Services for Veteran Families (SSVF) Program as the HUDVASH Housing Navigator. The HUDVASH Housing Navigator will be responsible for assisting very low-income veterans with identifying and obtaining safe and affordable housing opportunities. The incumbent will be responsible for developing and cultivating housing leads and resources through community agencies, landlords and real estate brokers willing to accept program participants with little or no income. The Housing Navigator will also work with immediate veteran family members, the VA, NYCHA, HPD, and HRA to ensure housing is secured and maintained in a timely and efficient manner.

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

Responsibilities:

- Conduct housing intakes and assessments with veterans referred from the VA HUDVASH team and other VA staff to assess housing needs and preferences utilizing a Housing-First approach.
- Supervise, team-build, coach, and train SSVF HUDVASH Housing Navigator staff.
- Work collectively with other NYC SSVF housing navigator staff to collaborate on available housing and landlord/broker connection.
- Responsible for coordinating with CoC, DHS, VA and SSVF grantee partners on appropriate housing for homeless veterans.
- Ensure that all Temporary Financial Assistance is an eligible expense by reviewing and approving all financial assistance requests.
- Works alongside Program Director to facilitate staff/ subcontractor development through group and individualized activities as related to analysis of the SSVF program, understanding of program development, and improved use of individual skills.
- Manage a small caseload of clients as needed to ensure intensive housing navigation is provided as needed.
- Arranges forums with outside providers to provide information on topics related to securing and maintaining permanent housing.
- Engage in phone and field-based outreach to obtain suitable veteran housing with HUDVASH voucher. Develop and cultivate strong relationships with housing resources, including landlords, brokers, and real estate agencies.
- Advocate on behalf of the veterans with landlords and brokers to overcome any issues or challenges to securing suitable housing.
- Provide participants with listings of potential housing options in alignment with participants housing needs and geographic preferences.
- Collects and analyze data, prepare reports, and provides information regarding housing for Veterans at-risk of homelessness or at-risk of becoming homeless.
- Provides additional information/instruction on the skills required to secure and maintain permanent housing to community housing specialists.
- Troubleshoots issues with housing applications with VA and other relevant community partners and coordinates with these partners.
- Coordinates team meetings with New York City SSVF grantees, VA, DHS and other community housing specialists.
- Responsible for developing new housing resources.
- Participates in SSVF grantee team meetings, case conferences, department meetings, individual supervisory sessions, and staff trainings.
- Support unified messaging and informational materials to be disseminated across Housing Navigators within the SSVF NYC Grantees.
- Develop and manage a system that provides responsive referrals to landlords seeking to fill available units.
- Assist with securing resources for security deposit, broker's fees, moving expenses, bedding, and household items through referrals and completion of all initial Financial Assistance Requests for veterans receiving Temporary Financial Assistance at move-in. Ensure that all required supporting documentation is present in the request.
- Serve as point-of-contact for landlords; work with HUDVASH Social Workers and clients to resolve issues affecting client's ability to maintain housing and positive landlord/tenant relationship.
- Assist clients with approved HUDVASH vouchers by making housing referrals, contacting providers, and attending housing interviews.

- Maintains and inputs case notes in AWARDS to reflect housing services provided in a timely manner.
- Prepares and maintains monthly statistical reports to track housing placements and other data as mandated.
- Collaborates and attend weekly/monthly meetings with HUDVASH social workers, other SSVF grantee housing navigator staff, as well as in-house team meetings.
- Perform reasonable related duties as assigned.

Requirements:

- High school diploma required; Associate or Bachelor’s degree preferred.
- Broker and/or Realtor License required.
- 2-3 years relevant experience working with landlords, brokers and the rental market in NYC preferred.
- Strong computer skills as some assignments are being completed hybrid at this time.
- Ability to work independently and maximize time while conducting field work.
- Experience in social and economic problems related to housing needs for those in a lower income bracket.
- Demonstrated knowledge of challenges faced by special populations, including mental health disabilities, low income and homelessness; experience working in a multi-racial, low-income community preferred.
- Demonstrated interpersonal flexibility, teamwork, customer service aptitude and excellent oral and written communication skills.
- Knowledge in motivational interviewing.
- Ability to prioritize responsibilities, handle multiple projects simultaneously and delegate responsibilities when appropriate.
- Knowledge of housing subsidies, rules, regulations, and affordable housing industry in NYC strongly preferred.
- Strong organizational and multi-tasking capability, proven ability to achieve results.
- Proficiency in Microsoft Office Suite required.

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 **\$60,000.00 to \$65,000.00 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: **Senior Housing Navigator - SSVF**
 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