Off the Streets. On with Life.

Position: **Case Manager – Fordham Village**
Location: Bronx, NY
Reports to: Senior Director
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

The Jericho Project Case Manager will be responsible for providing residential and long term support services to homeless and at-risk adults transitioning into permanent housing. The Case Manager will carry a caseload of approximately 20 to 25 formerly homeless and/or low income individuals.

Case Manager will be required to have frequent contact with tenants, weekly and/or monthly face-to-face meetings, telephone conversations, and aftercare contacts. Frequent electronic exchanges with colleagues is expected.

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

Responsibilities:

- Provide direct case management services (on-site and in the field). Case management services will include but not limited to mental health and substance use assessments, developing and updating service plans, assistance with obtaining public assistance, Social Security benefits/entitlements and other publicly available resources that may be beneficial to the tenant.
- Using a person centered approach, provide case management services and assessments rooted in evidence based models such as Motivational Interviewing, Critical Time Intervention and Harm Reduction.
- Utilize electronic health record. Maintain accurate and up-to-date tenant files/charts.
- Coordinate and document clinical case management and psychosocial services while also documenting the overall effectiveness of the case management services provided. Case Managers will develop an Individual Service Plan and review the plan periodically to document process toward goals.
- Serve as a liaison between tenant and community providers.
- Facilitate groups with a focus on life skills, education and support, relapse prevention and mental health counseling.
- Complete referrals to medical, mental health, and other outside providers.
- Collaborate with Workforce Opportunities Staff to assist tenant in developing employment related goals, where applicable.
- Ensure overall compliance with organizational and funder regulations. Adhere to documentation requirements as assigned by leadership and funder regulation/standard.
- 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.
- Work with Property Management staff to assist tenant 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.
- Utilize trauma informed interventions and culturally responsive engagement techniques to assist tenants with overcoming barriers to housing stability.
- Participate in community initiatives to fulfil Jericho Project's mission to end homelessness.
- Provide crisis intervention as needed.
- Provide all services in a manner that respects cultural differences amongst tenants.
- Carry out other duties as assigned by leadership.
- *Scatter Site Programs Only: Field work can account for 85% of your time*

Requirements:

- A Bachelor's degree in human services or related field.
- Must possess strong organizational, writing, communication, and computer skills.
- Some relevant experience working with low-income or homeless populations.
- Fluent in Spanish is strongly preferred.
- Candidates must be self-starters with the skills and energy to work within the community.
- Case Manager is regularly required to, type, use hands and fingers, reach with hands and arm. The Case Manager is regularly required to walk, stoop, and kneel. The Case Manager is often required to spend up to six (6) hours sitting at a desk during a normal eight (8) hour shift. Occasionally the Case Manager is required to lift items less than 5 pounds. The Case Manager is regularly required to move throughout the facility 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 **$53,000.00** to **$55,000.00** ***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: Case Manager – Fordham Village
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 diverseapplicant pool. www.jerichoproject.org