



Position: Client Engagement Specialist - RRH
Location: New York, NY
Reports to: Program Director
Hours: Full-time, 40 hours per week, 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 (CES) will provide services with an awareness of, sensitivity to, and respect for diversity of culture, ethnicity, gender identity, physical and mental abilities, sexual orientation, race, and spirituality or religion. The Client Engagement Specialist will be responsible for engaging, with all Rapid Rehousing Young Adult and Veteran clients providing support and guidance to secure stable housing, and supportive services. The Client Engagement Specialist will be responsible for outreaching potential and existing Young Adults and Veterans for Rapid Rehousing. CES will assist with pre-screening clients, escorting, identifying local resources, organize recreational and social events, and complete financial assistance requests for Rapid Rehousing participants.

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

Responsibilities:

- Working with the clinical and workforce development staff to identify areas of need that the young adults may have and support and assist program participants in addressing the need.
- Accompany YAs to Housing Court, Section-8 briefing appointments, HRA office, Social Security Office, housing inspections, and apartment search as required.
- Work with the YAs to gain education/career-oriented skills and assist in meeting their service plan goals.
- Maintain a caseload of 50+ clients who may need one-time service assistance or ongoing supports.
- Plan, organize and participate in small groups and events held at the RRH office to encourage and support YA. At least 1 group workshop monthly.
- Invite newly enrolled participants to the monthly RRH Meet and Greet Orientation. CES will also be expected to facilitate the meetings and maintain an updated PowerPoint presentation.
- Collaborate with Program Director, Assistant Director, Case Managers and Career Counselor for the continued development, motivation, and mentorship of program participants.
- Conduct outreach to community organizations, schools, housing courts, food pantries, VA, drop in centers, and other locations to identify resources and opportunities for those YA's and Veterans residing in the program.
- Conduct outreach to community organizations and other non-profit organizations to identify YA's who are in need or would benefit from participating in the RRH program.
- Develop and maintain the community linkages necessary to facilitate referrals – This will assist in the maintenance of a resource binder which such resources.
- Maintain an effective working relationship with external community partners and maintain steady communication and rapport with the program staff.
- Participate in staff meetings and trainings.
- Actively assist and participate in all program activities and special events as needed.
- Conduct individual or group life-skills sessions in order to enhance or develop participant's skills set in maintain self-sufficiency and housing maintenance.
- CES will also complete excel purchase orders and Financial Assistance Requests for any materials that may be needed for participants to practice life skills learned.
- Facilitate roommate match up agreements and mediation sessions upon request.
- Assist with completing suicide and safety assessments for YA's experiencing symptoms of mental health, intimate partner violence, and other related traumatic experiences.
- Maintain accurate and up-to-date client files for activities performed inputting all case notes into Awards within 72 hours.
- Assist with the practice and implementation of affirming LGBTQIA+ practices within the work place.
- Carry out other duties as assigned by Program Director/Assistant Directors.

Requirements:

- High School diploma required. Associate or Bachelor's degree preferred but will consider extensive experience in lieu of education.
- Peer/ Recovery Coach, or CASAC credentials highly preferred.
- Must have personally experienced homelessness/housing crisis while between ages of 18-24 previously or have work with homeless Youth & Young Adults.
- Experience working in homelessness, substance abuse, mental health and/or trauma settings preferred.
- An understanding of the LGBTQIA+ community and issues specific to the young adult population.
- Candidates must be a self-starter with the skills and energy to work with high-need Young Adults.
- Must possess strong organizational, presentation, verbal and written communication skills and computer proficiency.
- Must have strong engagement and interpersonal skills.

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 **\$43,000.00 to \$45,000.00 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: **Client Engagement Specialist - RRH**
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