



Position: Program Director
Location: Jericho at Melrose (JAM)
Reports to: Deputy Chief
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 Program Director for the JAMS at Melrose Supportive Housing program. The ideal candidate will have experience in working with formerly homeless individuals and families, quality assurance, program management, housing placement, and supervision. 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 that clients' case management is ongoing.

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

Responsibilities:

- Provide overall quality assurance management for the JAMS at Melrose Supportive Housing Program and oversee all staff regarding data quality.
- Review and audit case records that are entered into the electronic case management system to ensure adherence to documentation and data standards, along with eligibility requirements.
- Responsible for setting, spending, and monitoring site operating budget to ensure that it is maintained within contractual guidelines.
- Ensure all staff are accurately entering data and all charts are complete with required supporting documentation.
- Oversee the recruitment, selection, training, and orientation of new employees.
- Conduct intake interviews and pre-screening for new program applicants.
- Liaison with HRA ensuring new applications meet eligibility requirements.
- Participate in programming/supervision, case conferences, staff meetings, management team meetings, and trainings.
- Assist with rent collection and ensure all staff members support housing stability through a proactive approach to working with tenants around budgeting and money management.
- Provide written reports, as required, to Senior Management.
- Monitor families' progress and regress as associated with goals identified in the service plan.
- Conduct regular community resource development to enhance and expand program linkages.
- Provide crisis intervention as needed.
- Assess serious incidents, review appropriateness of incident management, and make corrections as needed.
- Develop linkages with community organizations to support the work of the program.
- Utilize an electronic case management system to maintain accurate and up-to-date client files.
- Comply with charting requirements and data collection as mandated by funding sources.
- Utilize trauma informed interventions and culturally responsive engagement techniques to provide holistic program services.
- On-Call availability to participate in managing tenant emergencies.
- Attend trainings as requested by program leadership.
- Participate in Program Directors meetings to develop and evaluate program services.
- Complete timesheets in a timely manner.
- 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.
- Carry out assignments as provided by the Managing Program Director.

Requirements:

- A Master's degree in a childhood related field, such as psychology, child development, social work or human services related field.
- At least two years of experience working with individuals with a severe mental health diagnosis.
- At least two years of experience working with children with development needs.
- An understanding of working with the homeless population.
- Supervisory and/or management experience preferred.
- Ability to manage multiple projects and delegate tasks as needed.
- Familiarity with Harm Reduction Model, Housing First Approach and Motivational Interviewing preferred.
- Candidate must be a self-starter with the skills and energy to work within the community.
- Candidate must possess superior written and verbal skills.
- Must be computer literate.
- Bilingual Spanish/English, preferred.

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 **\$85,000.00 to \$90,000.00 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 – JAM at Melrose**
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