



Position: Program Director, West Tremont
Location: Bronx, NY
Reports to: Deputy Chief of Programs
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 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 and that charts and records are reviewed and audited frequently. This person must have extensive experience serving individuals with mental illness and substance abuse histories; experience in a supportive housing setting is preferred. The individual must be a visionary leader who can inspire both staff and tenants.

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

Responsibilities:

- Responsible for the overall quality and provision of services provided to the residents.
- Provide leadership and vision at the site.
- Responsible for program development, implementation, coordination and evaluation.
- Ensure that services are known, accessible to, and inclusive of all potential participants. Service delivery is conducted in a manner that supports a Housing First model including utilization of Harm Reduction, Motivational interviewing, Stages of Change and Trauma Informed Care.
- Oversee compliance with organizational and funding regulations and produce required documentation.
- Develop systems for tracking and monitoring all program deliverables through data driven performance management approaches.
- Oversee data collection, compliance and monitoring for governmental funding, private grants and internal performance management metrics.
- Perform data integrity checks and create plan to address any deficiencies or errors.
- Work with staff to compile accurate and timely reports to both internal and external stakeholders.
- Collaborate with Building Operations Manager to ensure communication and joint planning strategies between Social Services and Property Management through a proactive approach to assist tenants in retaining housing through budgeting, money management and compliance with lease terms.
- Develop or modify site policies and procedures as needed.
- Conduct quality assurance on a monthly basis of all case records.
- Provide weekly clinical supervision, including conducting monthly case conferences and Incident Committee Reviews.
- Provide direction, motivation, training and support to Social Service staff through weekly team meetings.
- Hire, train, supervise and develop a program team with a strong sense of accountability for achieving outcomes for residents and complying with Jericho Project and funder regulations and requirements. Also, train new hires on the utilization of the electronic case management system; when applicable.
- Provide orientation for staff to Jericho Project mission, protocols, and procedures.
- Monitoring and evaluating staff performance.
- Responsible for setting, spending, and monitoring site operating budget to ensure that it is maintained within contractual guidelines.
- Facilitate monthly community meetings and provide direct services to residents as needed, including carrying a small case load, when applicable.
- Participate in Program Directors meetings to develop and evaluate program services.

- Identify resources and develop linkages in the community for clients, such as preventive services, benefits assistance, mental and physical healthcare, financial counseling, pantries, and hospitals in order to meet individualized service goals.
- Identify and meet training needs for staff.
- Be available on an “on-call” basis for Social Service emergency consultation.
- 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.

Requirements:

- A self-starter with a Master’s Degree in Human Services. MSW preferred plus four or more years working in the human service field in a similar supportive housing agency.
- Bilingual Spanish/English is a must.
- Extensive experience working with individuals with substance abuse is a must.
- Clear directorship experience with strong supervisory skills a must.
- Good communication skills with strong organizational writing and computer skills required.
- Ability to manage multiple projects and delegate task as needed.

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 – West Tremont**
 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