



Position: Residential Aide – Melrose
Location: Bronx, NY
Reports to: Assistant Program 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

Jericho Project is seeking an enthusiastic and driven Residential Aide. The candidate should 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. This position will be responsible for engaging and interacting with all Melrose site tenants providing extra support for the stability and growth. This position is the bridge between the tenants and clinical team.

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

Responsibilities:

- Working with the clinical team to identify tenants who are in need of extra support.
- Provide a daily report of information and alerts for the day's shift.
- Participate in groups and events held at the building or offsite and encourage and support tenants in their involvement in those activities.
- Provide support to the Operations department with wellness checks and engagement with tenants.
- Collaborate with Program Director, Assistant Director, Life Coaches, Peer Mentor, and Career Counselor for the continued development, motivation, and mentorship of program participants.
- Conduct general assessments with the ability to call 911 and/or a supervisor for support.
- Participate in staff meetings and trainings.
- Actively assist and participate in all program activities and special events as needed including attending community meetings and keeping minutes of topics discussed as per DOHMH standards.
- Maintain accurate and up-to-date client files for activities performed.
- Ensure data is accurate and complete and that all required accompanying documentation is collected.
- Provide crisis intervention as needed.
- Ensure compliance with organizational and funder regulations and documentation.
- Provide all services in a manner that respects cultural differences amongst tenants.
- Carry out other duties as assigned by program leadership

Requirements:

- High School diploma required. Associate or Bachelor's degree preferred but will consider extensive experience in lieu of education.
- CASAC credentials preferred.
- Experience working in homelessness, substance abuse, mental health and/or trauma settings preferred.
- Candidates must be a self-starter with the skills and energy to work with tenants.
- Must possess strong organizational, writing, and computer skills.
- Must have strong engagement and interpersonal skills.
- The successful applicant will have to complete a background check.
- Bilingual (Spanish) a plus.

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 **\$35,360.00 to \$38,000.00 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: **Residential Aide - 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