



Position: Assistant Program Director
Location: Jericho at Melrose (JAM)
Reports to: Program Director
Hours: FT, 40 hours per week, late evenings & some weekends required.

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 a full-time Assistant Program Director for JAMS at Melrose. Candidates must have experience serving individuals who identify as LGBTQ and have a history of working with young adult individuals with mental illnesses and substance abuse histories; experience in a supportive housing setting is preferred. A candidate with experience serving veterans is a plus. 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. Potential candidates should have experience in quality assurance, program management, NYC shelter systems, team building, housing placement, and supervision.

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

Responsibilities:

- Work closely with Program Director to ensure all staff are accurately entering data, and all charts are complete with required supporting documentation.
- Assist the Program Director to ensure staff compliance with agency time and attendance policy. Enter staff edits into a timekeeping system and approve timecards if the Program Director is not available.
- Deliver case management services, including assessment, development of service plans, coordination of benefits, individual counseling, and daily living skills training to a small caseload of young adults.
- 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.
- Train new hires in the utilization of the electronic case management system.
- Perform data integrity checks and work with Program Director to create a plan to address any deficiencies or errors.
- Work with the Program Director to ensure case managers meet data quality requirements and outcome goals for intakes, caseloads, and discharges.
- Identify resources in the community for clients, such as preventive services, benefits assistance, mental and physical healthcare, financial counseling, pantries and hospitals to meet individualized service goals.
- Develop relationships with DHS shelter staff and HRA to ensure continuity of services.
- Complete and maintain all required internal and external reports.
- Assists in the recruitment, selection, training, and orientation of new employees.
- Participate in programming/supervision, case conferences, staff meetings, management team meetings, and training.
- Carry out other duties as assigned by the Program Director.

Requirements:

- A Bachelor's degree in human services or a related field with 3 years of human service delivery experience is required; a Master's degree in Social Work, Psychology, or a related field is preferred.
- Candidate must have at least three years' experience working with adults or victims of trauma for populations such as people with substance abuse disorders, those with psychiatric illness, or those who have experienced homelessness.
- Veteran experience a plus.
- Experience with de-escalation required.
- Ability to manage multiple projects and delegate tasks as needed.
- Supervisory and/or management experience preferred.
- Strong leadership skills are required.
- Candidates must possess superior written and verbal skills.
- Candidate must be well-organized and possess multi-tasking skills
- Knowledge of HRA, Social Security, and other public benefits and entitlements.
- Bilingual Spanish/English 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 **\$67,000.00 to \$70,000.00 annualized**. Jericho Project offers a comprehensive benefits package. Employees are eligible for a merit increase annually. Merit increases are based on the employees' performance during the prior year.

How to Apply:

Interested applicants must submit a cover letter and with salary requirements to:

Human Resources Department
Jericho Project
Job Code: **Assistant 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