



Position: Assistant Program Director - SSVF
Location: New York, NY
Reports to: 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

This position will directly oversee case management staff and should have an interdependent approach to human services, veteran and military affairs, team building, clinical work, and casework.

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

Responsibilities:

- Supervise, team-build, coach, and train case management staff.
- Develop staff's competencies in client engagement, case management, assessment, service plans, crisis intervention, and referral resources.
- Ensure accuracy of and timely completion of required case documentation including at a minimum bi-weekly progress notes, monthly housing stability plans, and 90-day recertifications.
- Ensure housing stability plans and goals are implemented as written and updated as needed.
- Ensure Case Managers are working in a Housing First model and providing appropriate and adequate services after housing placement to address all underlying barriers to maintaining housing.
- Work collaboratively with Assistant Director of Housing Placement & Quality Management to ensure case managers meet data quality requirements and outcome goals for intakes, caseloads, and discharges.
- Work collaboratively with the Assistant Director of Housing Placement & Quality, Assistant Director of SOARS and benefits and SSVF Management team to oversee the assessments of entitlements for SSVF participants.
- Participate in the intake and orientation process of new program participants.
- Cooperate with other community organizations and stakeholders in the development of long-term plans for Veterans. Develop and maintain positive relationships with HUD VASH, DHS shelter staff, HRA, DVS, other SSVF grantees, the VA, UJC, Junkluggers, Prime, and other community providers to coordinate referrals and service delivery.
- Expertise in evidence based practices such as Motivational Interviewing, Critical Time Intervention, and Harm Reduction. Take initiative to ensure continued expertise in best practices. Ensure staff are implementing these practices to enhance their engagement and intervention techniques.
- Provide crisis intervention and de-escalation as needed.
- Participate in programming/clinical supervision, bi-weekly individual supervision, monthly case conferences, staff meetings, management team meetings, and attend/create training.
- Ensure assigned staff's compliance with agency time and attendance policy. Enter staff edits into timekeeping system as needed and approve timecards. Enter all time off onto the SSVF calendar.
- Complete and maintain all required internal and external reports.
- Assist in the recruitment, selection, training and orientation of new employees.
- Build team morale to ensure staff retention.
- Identify knowledge gaps among team members. Forecast potential problems and present solutions.
- Participate in community initiatives to fulfill SSVF's mission of ending veteran homelessness.
- Carry out other duties as assigned by SSVF 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.
- Must have experience working in homelessness, substance abuse, mental health and/or trauma settings (supervisory and/or management experience preferred).
- Must possess superior leadership, critical thinking, written, and verbal skills.
- Must be able to work in a team oriented setting.
- Personable and able to work within a client/customer service framework.
- Proficient use of Microsoft Office Suite programs.
- Experience working with veterans/military 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 **\$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 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: **Assistant Program Director - SSVF**
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