



Position: Outreach Specialist - SSVF
Location: New York, NY
Reports to: Director of Veteran's Outreach
Status: Non-Exempt, Full-time, 40 hours per week, 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 provide outreach of low-income veterans experiencing a housing crisis and will coordinate intakes and conduct intake assessments.

Responsibilities:

- Serve as an initial point of contact for Jericho's Supportive Services for Veterans and their Families (SSVF) and other Veteran Assistance Programs.
- Conduct outreach at local shelters, Veterans Administration (VA) hospitals and centers, community organizations, and schools, housing courts, food pantries and other locations as directed by supervisor to identify low-income veterans and/or families who are either homeless or at imminent risk of homelessness.
- Participate in coordinated outreach, Rapid Resolution, and other community initiatives to fulfill SSVF's mission of ending veteran homelessness as directed by supervisor or SSVF Program Director (PD).
- Submit accurate and up-to-date outreach logs and reports for outreach and intakes performed weekly. Enter case notes and update data in NYC's HOME database and Jericho's AWARDS database at least weekly.
- Provide encouragement, insight, and daily recruitment of veterans and/or their families in need of supportive services. Follow up as needed.
- Provide regular and detailed feedback to SSVF program staff on progress and challenges in recruiting veterans and/or their families with possible housing issues to seek assistance on ways to more effectively reach this population.
- Host informational sessions and speak at meetings to spread the word about benefits and eligibility of Jericho's SSVF and other veteran assistance programs.
- Screen, interview, assess, and analyze veteran applicants for program eligibility. Communicate program eligibility and enrollment decision to veteran applicants. Provide community referrals for veterans found to be ineligible.
- Complete intake assessments in the field with veterans.
- Develop and maintain the community linkages necessary to facilitate referrals.
- Maintain an effective working relationship with external community partners and maintain steady communication and rapport with the program staff.
- Escort veterans to appointments as needed.
- Actively assist and participate in all program activities and special events as needed.
- Participate in staff meetings and trainings.
- Carry out other duties as assigned by the Director, Veterans Outreach and SSVF PD.

Requirements:

- Veterans are highly encouraged to apply.
- High School diploma required; Associate or Bachelor's degree preferred but will consider extensive experience in lieu of education.
- Experience working in homelessness, substance abuse, mental health and/or trauma settings preferred.
- A self-starter with strong interpersonal and organizational skills.
- Strong communications skills.
- Familiarity with recruitment and sales skills and strategies.
- Relentless dedication, high energy and flexibility.
- Knowledge, skills and ability to assess veteran families' needs for services.
- Ability to provide effective communications to SSVF program management staff on new, more effective methods and language for outreach to veteran families in the NYC community.
- Familiar with Motivational Interviewing (MI) and Harm Reduction techniques.
- 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 **\$43,000.00 to \$45,000.00 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: **Outreach Specialist – 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