



Position: Rapid Resolution Coordinator - SSVF
Location: New York, NY
Reports to: Senior Assistant Program Director
Status: Full-time, Exempt

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 Rapid Resolution Coordinator engages with Veterans as they are entering the NYC shelter system, with the goal of preventing immediate homelessness. The Rapid Resolution Coordinator will engage veterans in conversation to determine potential immediate housing options that may be temporary or permanent. The Rapid Resolution Coordinator should have strong Motivational Interviewing skills. They will be responsible for mediating with eligible veterans, their family, or friends, to accommodate immediate housing options. The Rapid Resolution Coordinator will provide case management support for up to 90 days, as well as, track and maintain monthly data reports for the Rapid Resolution component of SSVF.

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

Responsibilities:

- Have rapid resolution conversations with veterans entering NYC's homeless system, with the goal of successfully rapidly resolving 10% of veterans assessed. This will include 30th Street Men's Shelter and any other points of entry identified.
- Utilize Motivational Interviewing, Mediation skills, Critical Time Intervention, and Harm Reduction techniques to assist low-income veteran families who are either homeless or at imminent risk of homelessness to resolve their housing crises.
- Provide intensive case management services in the office and community to all veterans enrolled in rapid resolution to ensure that they obtain permanent housing within 90 days as agreed upon between Jericho, the Veteran, and the host.
- Complete weekly and monthly reports to track all required data for Rapid Resolution.
- Conduct intakes in the field with all SSVF-eligible veterans whenever possible. Coordinate with Program Specialist and assigned case manager to ensure all SSVF-eligible veterans assessed for rapid resolution are enrolled in SSVF services. Follow up with veterans directly as needed.
- Participate in monthly Rapid Resolution Meetings with all SSVF grantees.
- Develop a training plan to onboard the Outreach team and train them on Rapid Resolution. Assist with training additional Case Managers if needed.
- Represent Jericho Project as a leader in Rapid Resolution by conducting trainings and/or presenting externally as requested.
- Provide support for all other Jericho staff who have Rapid Resolution conversations – including reporting and troubleshooting cases.
- Facilitate monthly Rapid Resolution Learning Sessions for all Jericho staff having rapid resolution conversations. Discuss best practices and review both successful and unsuccessful case examples to ensure Jericho is able to successfully rapidly resolve 10% of the veterans assessed.
- Conduct assessments and program intakes for veteran families seeking SSVF services. Ensure data is accurate and complete and that all required accompanying documentation is collected.
- Participate in the intake and orientation process of new program participants.
- Develop and update housing stability plans monthly to assist veteran families to obtain or maintain permanent housing.
- Identify the household's strengths, needs, abilities, and preferences. Utilize a variety of interventions to assist veterans with overcoming barriers to housing stability.
- Serve as a liaison between veteran families and community providers. Maintain a network of resources and contacts.
- Identify and make referrals to community resources including but not limited to preventive services, long-term case management programs, benefits assistance, mental and physical healthcare, pantries, hospitals and Homebase to maintain stable housing.
- Provide referrals, advocacy, and linkages to public and VA benefits including but not limited to healthcare, SNAP, SSI/SSDI, VA benefits, and public assistance.
- Assist with household budgeting and provide referrals for financial counseling as needed.
- Assess veteran family's legal needs and make referrals as needed.
- Coordinate with Employment Specialists to link veteran families to employment and educational assistance.
- Mediate household and/or landlord-tenant disputes that threaten housing stability.

- Work collaboratively with SSVF and community housing specialists to identify veteran family's housing needs and preferences. Assist with coordinating housing search and placement.
- Assess veteran family's need for Temporary Financial Assistance and submit completed requests as needed.
- Complete 2010e applications for supportive housing.
- Conduct outreach and engagement to veteran families.
- Provide crisis intervention as needed.
- Provide post-placement support and follow-up contacts.
- Utilize an electronic case management system. Maintain accurate and up-to-date client files.
- Participate in community initiatives to fulfill SSVF's mission of ending veteran homelessness.
- Participate in case conferences, staff meetings, and training.
- Carry out other duties as assigned by Assistant Director and/or Program Director.

Requirements:

- A Bachelor's Degree in Human Services or a related field.
- Strong Motivational Interviewing and Mediation skills.
- Experience working in homelessness, substance abuse, mental health and/or trauma settings preferred.
- Knowledge of NYC resources preferred.
- Candidate must possess superior organizational, written and verbal skills.
- Self-starter with the skills and energy to work with high-need veterans in the community.
- Must be computer literate.
- Strong engagement and interpersonal skills.
- Experience working with veterans/military preferred.

ADA Specifications:

This position is largely sedentary in nature however one must possess the ability to speak, hear, see and write as well as the ability to use a computer and related software programs, and lift up to 25 lbs. Local and/or national travel required and may require some longer weekday/weekend commitments to accomplish 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 **\$566,300** Jericho Project offers a comprehensive benefits package. Employees are eligible for a merit increase annually which is based on employee's annual performance review 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: **Rapid Resolution Coordinator - 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