Position: **Care Manager – Family Scatter Site**
Location: Bronx, 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

The Jericho Project is seeking a Care Manager for the Family Supportive Scatter-site Apartment program. The Care Manager will be responsible for providing care management services to formerly homeless families. The Care Manager will carry a caseload of approximately 15 formerly homeless families.
Care Manager will be required to have frequent contact with tenants, weekly and/or monthly face-to-face meetings, telephone conversations, and aftercare contacts. Frequent electronic exchanges with colleagues is required.

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

Responsibilities:

- Provide direct care management services (on-site and in the field). Care management services will include but not limited to mental health and substance use assessments, developing and updating service plans, assistance with obtaining public assistance, Social Security benefits/entitlements and other publicly available resources that may be beneficial to the tenant. Provide back-up coverage for other Care Managers when needed.
- Care Manager will be required to have frequent contact with families, weekly and/or monthly face-to-face meetings, telephone conversations, and aftercare contacts.
- Using a person centered approach, provide case management services and assessments rooted in evidence based models such as Motivational Interviewing, Critical Time Intervention and Harm Reduction.
- Utilize electronic health record. Maintain accurate and up-to-date participant files/charts.
- Coordinate and document clinical care management and psychosocial services while also documenting the overall effectiveness of the care management services provided. Care Managers will develop an Individual Service Plan and review the plan periodically to document process toward goals.
- Serve as a liaison between families and community providers.
- Facilitate groups with a focus on life skills, education and support, relapse prevention and mental health counseling.
- Complete referrals to medical, mental health, and other outside providers.
- Collaborate with the Child Development Specialist and Workforce Opportunities on creating individualized service plans addressing the family's goals.
- Ensure overall compliance with organizational and funder regulations. Adhere to documentation requirements as assigned by leadership and funder regulation/standard.
- Coordinate aftercare services and follow-up contacts for post-discharge updates.
- Conduct outreach and engagement including apartment visits and/or inspections.
- Participate in community development efforts such as Community Meetings and supporting the residence in establishing partnerships with other providers in the community.
- Work with Property Management staff to assist tenant to meet terms of their lease including timely payment of rent and avoidance of any nuisance behaviors. Mediate landlord-tenant disputes that threaten housing stability.
- Utilize trauma informed interventions and culturally responsive engagement techniques to assist tenants with overcoming barriers to housing stability.
- Participate in community initiatives to fulfil Jericho Project's mission to end homelessness
- Provide crisis intervention as needed.
- Provide all services in a manner that respects cultural differences amongst tenants.
- Attends and participate in weekly supervision regularly, program meetings, agency and/or funder trainings.
- Conduct regular community resource development in order to enhance and expand program linkages.
- Assist families with budgeting, financial counseling regarding rent arrears, providing ADL training as needed.
- Carry out other duties as assigned by leadership.
- Field work can account for 85% of your time.

Requirements:

- A Bachelor's degree in a childhood related field, such as psychology, child development or social work or human services related field.
- At least two years of experience working with persons with severe mental illness.
- At least two years of experience working with children with development needs.
- An understanding of working with homeless population.
- Familiarity with Harm Reduction Model, Housing First Approach and Motivational Interviewing.
- Candidate must be a self-starter with the skills and energy to work within the community.
- Familiarity with Foothold Technology AWARDS a plus
- Bilingual Spanish/English, preferred.
- Must possess strong organizational, writing, communication, and computer skills.
- Care Manager is regularly required to, type, use hands and fingers, reach with hands and arm. The Care Manager is regularly required to walk, stoop, and kneel. The Care Manager is often required to spend up to six (6) hours sitting at a desk during a normal eight (8) hour shift. Occasionally the Care Manager is required to lift items less than 5 pounds. The Care Manager is regularly required to move throughout the NYC while carrying out job duties.

ADA Specifications:

This position requires the ability to lift up to 50 lbs. Ability to travel to various sites. One must possess the ability to speak, hear, see, and write as well as the ability to use a computer and related software programs. Local and/or national travel required and may require some longer weekday/weekend commitments to accomplish related business projects or meet deliverables.

EQUAL OPPORTUNITY EMPLOYER

We are an equal opportunity employer, and all qualified candidates will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law. We are committed to creating a diverse and inclusive workplace where all employees feel welcome and valued. We believe that diversity and inclusion are essential to our success.

DISCLAIMER

This job description is intended to provide a general overview of the position and its essential functions. It is not intended to be an exhaustive list of all the duties and responsibilities that may be assigned to the staff member. The specific duties and responsibilities of the position may change from time to time, as determined by the needs of the organization.
The staff member must be able to perform the essential functions of the position satisfactorily, with or without reasonable accommodation. Reasonable accommodation will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship.

Compensation:

The salary range for this position is **$53,000.00** to **$55,000.00** ***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: Care Manager – Family Scatter Site
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