



# JOB ANNOUNCEMENT

Housing Authority of New Orleans

**POSITION TITLE:** Director, Client Services

**DEPARTMENT:** Client Services

**DATE POSTED:** 08/27/2024

**CLOSING DATE:** Until Filled

**FLSA CLASS:** Exempt

**STARTING** **Salary Class D**

**SALARY RANGE:** \$81,700 - \$ 108,400 (Annually)

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## SUMMARY

The Client Services Director is responsible for leading and managing the Client Services Department to ensure that applicable HANO-wide and departmental goals are achieved. The Client Services Director directs the design, development, and implementation of community programs, identifies and creates partnerships, and coordinates provider programs to empower assisted residents to become self-sufficient. Such programs include case management in one-on-one and group settings as well as social services, education, tutoring, crisis intervention, budgeting and money management, life skills, health and wellness events, recreational activities, job training, employment search, homeownership, entrepreneurship and a range of youth and adult/senior programs and activities. This position is also responsible for administering the Agency's Relocation Program for displaced residents as development needs dictate. The incumbent liaises with private and public partners, as well as site-based and citywide tenant organizations to discuss, analyze and proactively meet residents' needs. The Client Services Director provides core leadership and expertise in formulating HANO's resident empowerment strategies, securing grants and other program resources, and advancing HANO's community and economic development initiatives.

## ESSENTIAL DUTIES AND RESPONSIBILITIES

*The below statements are intended to describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and/or skills required. Other duties may be assigned.*

- Timely and effectively develops, plans, organizes, conducts and oversees training and development related to social services, education, tutoring, crisis intervention, budgeting assistance, life skills, recreational activities, job training, homeownership, entrepreneurship, personal enrichment and employment.
- Establishes annual and multi-year department goals; develops, evaluates, and revises programs; researches industry-wide trends and best practice models; assesses resident needs and analyzes relevant data;

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- Creates programs related to department goals and available funding; establishes program expectations and outcomes; develops and administers the budget; establishes program timelines; participates in the procurement of service contracts related to client services; develops and evaluates reports that measure progress; reports progress to relevant parties; reviews successes/challenges with contracted partners.
- Monitors resident training and related services agency-wide to ensure a cohesive approach and avoid duplication of efforts.
- Thoroughly analyzes the residents' needs and appropriately refers to community services/partner providers and/or provides assistance/opportunities through HANO services.
- Develops and recommends annual training plan consistent with the department's goals and objectives and based on analysis of pertinent data.
- Compiles and analyzes demographic and socio-economic data to determine baselines, evaluate needs, and establish quantifiable/measurable goals for HANO's clients and client-related programs.
- Evaluates the quality and effectiveness of the training and development curriculum. Modifies programs as necessary to meet performance standards and achieve desired results of creating economic independence of participants. Ensures that programs and grants or other funding sources are in compliance with policies, procedures, requirements and regulations.
- Prepares semi-annual and annual reports as required for review and submission to HUD or other funding sources.
- Markets and promotes education and community resource programs to encourage client interest in growth and development initiatives.
- Organizes and facilitates adult and youth activities and partnerships that promote education, health, and family and school involvement.
- Assists in outreach and public/community relations. Positively represents HANO in speaking engagements, meetings, task forces, and similar venues. Attends HANO resident / community meetings to provide or obtain information and to provide technical support and assistance.
- Identifies and develops positive working relationships with agencies, schools, and community-based organizations in the city and greater metropolitan area to establish educational, job training, and workplace assistance for residents.
- Maintains effective relationships and communication with other agencies, the public, Resident Advisory Board and Resident Councils engaging input to assist with structuring services, grant programs, and other community and economic development initiatives.
- Responsible for the overall management of the Client Services staff. Assigns work to subordinates, provides guidance, monitors their activity, counsels employees and evaluates job performance.
- Monitors the performance of departmental grants and associated budgets and activities to ensure the appropriate expenditure of grant funds and make certain that grant objectives are met in accordance with prescribed timeframes.
- Investigates and responds to departmental concerns and complaints of residents, staff, HANO management, commissioners and the public.
- Identifies and applies for funding and other resources from federal, state and local agencies, private corporations, foundations in support of resident education, training, job placement, youth services, adult/senior services, drug intervention and drug prevention services, security services, domestic violence, and other resident initiatives.
- Keeps abreast of all pertinent local, state and federal regulations, codes, ordinances, and laws.
- Oversees the Relocation Program ensuring that residents displaced as a result of HANO's redevelopment initiatives are relocated fairly, consistently, and equitably.
- Performs other duties as required.

## **BEHAVIORAL COMPETENCIES**

This position requires the incumbent to exhibit the following behavioral skills:

*Commitment:* Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; and persists despite obstacles and opposition.

*Customer Service:* Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands, monitors, and measures the needs of both internal and external customers; talks and acts with customers in mind; and recognizes working colleagues as customers.

*Effective Communication:* Conveys necessary information clearly and effectively orally or in writing; demonstrates attention to, and conveys understanding of, the comments and questions of others; listens effectively.

*Initiative:* Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

*Job Knowledge:* Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of the Authority; uses appropriate judgment and decision making in accordance with level of responsibility.

*Leadership:* Provides direction by clearly and effectively setting course of action for department and subordinates; manages performance by providing regular feedback and reinforcement to subordinates.

*Problem Solving:* Identifies and resolves problems in a timely manner; gathers and analyzes information to develop alternative solutions; uses strong reasoning and conflict resolution skills.

*Professional Behavior:* Exhibits positive, polite, courteous, honest, and conscientious behavior with all internal/external clients. Accepts responsibility for actions and adjusts behavior as appropriate.

*Reliability:* Employee demonstrates sound reasoning and critical thinking by making decisions in line with established Authority expectations. Performs work in a reliable manner that is both accurate and timely. Ensures a positive record of attendance.

*Responsiveness and Accountability:* Demonstrates a high level of conscientiousness. Holds oneself personally responsible for one's own work and does fair share of work.

*Safety Awareness:* Employee is cognizant of their surroundings. Follows proper safety procedures and considers the safety of self and others. Identifies, communicates, and assists in the correction of any safety concerns where appropriate.

*Teamwork:* Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed.

## QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Comprehensive knowledge of the skills, techniques and practices for instructional training.
- Comprehensive knowledge of programs, regulations and directives of the U.S. Department of Housing and Urban Development (HUD) as well as all other applicable Federal, state, and local laws and regulations as related to resident services.
- Demonstrated expertise and knowledge of social services agencies and community resources available to low-income people, such as disability services, entitlement programs, legal liability issues relating to providing service coordination, drug and alcohol use and abuse, domestic violence, and mental health issues; family self-sufficiency and first-time homebuyers programs.
- Knowledge of the principles and practices of effective program administration.
- Advanced leadership, management and communication skills.
- The ability to provide effective supervision, leadership, guidance and coaching to professionals and support staff engaged in developing and administering the Authority's Client Services program.
- Considerable knowledge of the theory, principles and practices in the design, implementation and evaluation of individual and family supportive services programs; principles and practices of service delivery design and program evaluation; practices and techniques in building community collaboratives; theory, principles and practices of social service counseling, case management and crisis intervention.
- Ability to prepare and monitor contracts, budgets, year-end statements, and fund requisitions.
- Excellent oral and written presentation and public speaking skills and ability to present information in a user-friendly manner.
- Highly motivated, self-directed, and attentive to detail.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Extensive experience working in a team-oriented, collaborative environment.
- Ability and experience in motivating, leading, delegating, and carrying out supervisory duties.
- Ability to exercise good judgment.
- Ability to understand, interpret, explain and apply detailed and complex regulations, policies and procedures governing the design, development, funding and administration of client service programs; collect data, evaluate alternatives and develop sound conclusions and recommendations.
- Ability to deal effectively with situations that require tact and diplomacy, yet firmness.
- Ability to establish and maintain effective and courteous working relationships with other employees, residents and community agencies that provide services.
- Must be able to organize work, set priorities and exercise sound independent judgment, consistent with Authority and department missions and applicable policies and guidelines.
- Valid Louisiana driver's license.

### *Education and/or Experience*

Bachelor's degree (Master's preferred) in Education, Human Services, Psychology, Public Relations, Public Administration or related field from an accredited college or university. Five or more years direct experience in developing, supervising or delivering multi-faceted community-based programs, social services, and economic development initiatives; developing and maintaining collaborative partnerships with public and private sector entities to fulfill program goals; identifying funding opportunities and writing proposals/grant applications; or an equivalent combination of education and experience.



This position may require regular driving for business purposes. The incumbent is required to possess a valid driver's license and must have the ability to be insurable under the HANO's automobile insurance plan at the standard rate.

### ***Technical Skills***

To perform this job successfully, the employee should have strong computer skills (MS Word, Excel, and Outlook) and should be capable of using internet resources for research and developing reports. Must have the ability to learn other computer software programs as required by assigned tasks.

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

To perform this job successfully, the employee is frequently required to remain in a sedentary position. Daily movements include sitting; standing; bending; operating computers and other office equipment; moving about the office; carrying items such as books, binders, files, and documents; and attending onsite and offsite meetings. The employee must be able to communicate via email and verbally via telephone. The employee must occasionally lift and/or move up to 25 pounds.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Office environment. The noise level in the work environment is usually moderate.

### **DISCLAIMER**

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

### **EEO POLICY STATEMENT**

HANO provides equal employment opportunity to all individuals regardless of race, color, ancestry, national origin, gender, sexual orientation, marital status, religion, age, religion, physical or mental disability, sex (including pregnancy, childbirth, or related medical conditions), gender identity, or gender expression results of genetic testing, or service in the military or veteran status or any other status protected under applicable federal, state or local law. Discrimination of any type will not be tolerated.