



JOB ANNOUNCEMENT

Housing Authority of New Orleans

POSITION TITLE: HCVP Client Support Specialist
DEPARTMENT: Housing Choice Voucher Program
DATE POSTED: 04/19/2024
CLOSING DATE: Until Filled
FLSA CLASS: Non-Exempt
STARTING SALARY RANGE: **Salary Class J**
\$36,400 - \$ 44,500 (Annually)

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SUMMARY

The incumbent in this position will serve as Liaison to the Section 8, Housing Choice Voucher community residents and the Housing Authority of New Orleans. Reporting directly to the Deputy Director of HCVP, the Client Support Specialist will assist with overseeing all HCVP client grievances and resolutions. Responsible for developing mutually beneficial relationships with applicants and clients who are participating in the Housing Choice Voucher Program (HCVP). The incumbent shall serve as a point of contact to provide information that educates and informs clients about HCVP policies, processes and regulatory requirements. Duties also include providing guidance to help clients remain compliant with program rules and obligations. Incumbent shall also coordinate with colleagues to acquire and convey information regarding voucher leasing, inspection status, move requests, annual certifications, contracts, Housing Assistance payments, etc. Clients shall also be provided referrals to access programs and services necessary to resolve crisis impacting the household. Works closely with Section 8 Resident Advisory Board (RAB) in organizing, administration and departmental networking.

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.

- Coordinate with Section 8 Resident Advisory Board (RAB) for annual and quarterly Housing Choice Voucher Program (HCVP) client meeting to discuss client rights and HANO initiatives.
- Organize client participation in PHA plan and other issues as determined from client surveys and concerns.
- Coordinate with the Family Self-Sufficiency component to ensure participants' knowledge of program's availability.
- Network to improve client knowledge of available resources in the greater New Orleans area, State of Louisiana as well as national opportunities for self sufficiency and education.
- Communicate with Southeast Louisiana Legal Services and assist where possible with referrals to other available legal services.

- Interact with clients, applicants and external stakeholders to develop positive relationships and foster trust while assisting with affordable housing needs.
- Manage all communication and expectations for assigned caseloads and serve as their primary point of contacts.
- Maintain positive relationships with clients by providing regular updates on targeted progress.
- Recognize needs, goals and desires of clients and provide factual and impactful responses, orally and in writing.
- Provide information to address all inquiries about the HHA's programs and services.
- Serve as liaison between clients and Landlords/Owners/Property Management Agents to ensure all parties understand and comply with HCVP policies.
- Explain monthly disbursements of Housing Assistance Payments (HAP) to landlords and Utility Allowance Payments (UAP) to clients.
- Provides assistance with file audits, informal hearing, briefings, bulk mailing and other special projects, as required.
- Confirm client and applicant contact information to ensure internal databases are accurate.
- Provide limited mediation services between landlords and program participants to avoid unnecessary displacement.
- Assists in the management and resolution of program complaints in a professional, client-oriented manner.
- Identify strategies to actively enhance client experiences and offer management advise to consider modifying changes.
- Create presentations or letters for clients and applicants, when necessary.
- Attend community meetings and events to educate and market the agency.
- Assist in preparing and hosting Briefings for applicants, clients or landlord partners.
- Provide weekly & monthly reports associated with client concerns and demands.
- Collaborate with the other HCVP staff and/or Departments on program compliance, terminations and administrative hearings.
- Develop and maintain reports, dashboards, and electronic reporting, primarily using the HCVP systems and other appropriate software.
- Perform other related duties as required.

BEHAVIORAL COMPETENCIES

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

Leadership: Takes control and exercises leadership; initiates action, gives direction and takes responsibility; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with sensitive topics and/or irate customers.

Customer Service: Meets/exceeds the expectations and requirements of internal and external customers; manages difficult or sensitive customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance.

Interpersonal Skills: Focuses on solving conflict versus blaming; maintains confidentiality; listens to others without interrupting.

Organizing and Executing: Plans ahead and works in a systematic and organized way; follows directions and procedures; focuses on customer satisfaction and delivers quality service or product to the agreed standards.

Teamwork: Balances team and individual responsibilities; contributes to building a positive team spirit; puts success of team above own interests.

Professionalism: Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions.

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.

Job Competencies

- Excellent written and verbal skills are needed.
- Provide close attention to details.
- Able to operate a PC and calculator with medium speed.
- Demonstrate an understanding of customer service.
- Independent worker and ability to prioritize and organize on a daily, weekly, and monthly basis.
- Ability to relate and communicate with persons of diverse backgrounds and abilities.
- Ability to interview participants and elicit information
- Ability to quickly learn complicated regulations and policies.
- Ability to analyze information and draw correct conclusions.
- Ability to coordinate several concurrent activities simultaneously.

Education and/or Experience

Three years of college course work and three years of experience in public or private housing management operations. Must have the ability to work effectively with diverse populations. Must have demonstrable experience in resolving disputes, researching issues, community relations, knowledge of HUD and HCVP regulations, and agency policies and procedures. Bachelor's degree in a related field is preferred. An equivalent combination of education and /or experience may be considered.

Technical Skills

To perform this job successfully, an individual should have an above average ability using the computer software such as MS Word, Excel and Outlook. Above average skill in the use of search engines on the Internet. Ability to learn other computer software programs as required by the housing authority. Must have ability to adjust actions and strategies as needed, apply new solutions to problems and adapt to changes in policies and procedures.

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.

While performing the duties of this job, the employee is regularly required to sit, stand, and walk. While the work is primarily sedentary, excessive walking, standing, bending, and carrying of items such as books, binders, files, and documents is required. The employee must occasionally lift and/or move up to 25 pounds.

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, 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.

