



JOB ANNOUNCEMENT

Housing Authority of New Orleans

POSITION TITLE: Community Engagement Coordinator
DEPARTMENT: Executive
DATE POSTED: 07/2023
CLOSING DATE: Until Filled
FLSA CLASS: Non-Exempt
STARTING SALARY RANGE: Grade I
\$44,000 - \$54,900

SUMMARY

The primary purpose of this position is to provide support and assist in the coordination and facilitation of the Choice Planning Grant initiative for the Housing Authority of New Orleans (HANO). The Community Engagement Coordinator will also be tasked with convening and facilitating community meetings and be responsible for collecting, analyzing, and evaluating large amounts of community data. This position will be expected to make presentations to staff and citizen groups. **This position is a grant funded, temporary appointment that will be in effect based upon the terms of the grant and funding availability.**

All activities must support the Housing Authority of New Orleans ("HANO") mission, strategic goals, and objectives.

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.

- Serves as HANO's lead for community outreach efforts in the CNI footprint.
- Develop strategic and meaningful relationships and partnerships with community members involved in the planning grant.
- Develops extensive knowledge of the Choice Planning Grant application and proposed projects.
- Facilitates community meetings; implements participatory planning efforts, consensus building, and resolves conflicts.
- Assist the strategic planning staff with monthly implementation team meetings, community partner meetings, community wide meetings, events and trips.
- Provides written reports and updates as well as develop PowerPoint presentations for grant presentations.
- Assist in programming project objectives, research activities, and related activities.
- Gives thoughtful and thorough public presentations.
- Performs work on large planning projects.
- Other related duties as assigned.

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.

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.

Community Engagement Coordinator

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

- Knowledge of community engagement and relationship building.
- Skill in project management and the ability to provide critical feedback, facilitate and manage group processes.
- Knowledge of the community, its resources, and dynamics applicable to the delivery of Authority programs in assigned areas of responsibility.
- Skill in customer service and resident relations.
- Ability to represent the Authority effectively in making presentations and conducting meetings with clients and community/public organizations.
- Ability to understand and follow moderately complex written and oral instructions and to communicate and relate to persons of diverse backgrounds, ages, and abilities.
- Ability to perform duties with a high degree of judgment, discretion, and confidentiality.
- Demonstrated skill in providing instruction on the CNI and HANO program requirements to stakeholders.

Education and/or Experience

A Bachelor's degree from an accredited college or university with a degree in Urban Planning, Community Development, Urban Studies, Public Administration or a related field and at minimum 1 (one) year of professional experience in a planning office, private sector, or non-profit organization that primarily provides services to the public sector. An equivalent combination of education, training, and experience which provides requisite knowledge, skills, and abilities for this position, may be considered.

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 meet the requirements of HANO's Fleet Management Policy.

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, 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.

