



JOB ANNOUNCEMENT

Housing Authority of New Orleans

POSITION TITLE: Housing Counselor
DEPARTMENT: Client Services
DATE POSTED: 05/2023
CLOSING DATE: Until filled
FLSA CLASS: Non-Exempt
STARTING SALARY RANGE: Grade J
\$36,400 - \$44,500

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SUMMARY

Reporting directly to the Acting Assistant Client Services Director, the Housing Counselor is responsible for developing and delivering a broad range of counseling and referral services for residents of all ages and conditions within the Housing Agency's Family Self-Sufficiency (FSS) program. This position is also responsible for ensuring the efficient operation of the HANO Home Ownership Program. The Housing Counselor performs a variety of tasks involving planning, implementing and monitoring activities, documenting and reporting program results.

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.

- Coordinates and administers the counseling and loan processing functions of the HANO Public Housing and Section 8 Home Ownership Program.
- Provides pre-purchase and post-purchase counseling services to program participants.
- Ability to accurately and affirmatively convey information to program applicants/participants.
- Interview, review and analyze applicant's documentation to determine, both personal and financial program eligibility.
- Conduct annual and interim recertifications for HCV Homeownership participants.
- Conduct move-ins and EOP's (End of Participation).
- Prepare Home Ownership Action Plan for each participant prior to the issuance of the conditional reservation.
- Review and verify completeness and accuracy of file documentation prior to submitting the funding request.
- Analyzes property Tax Certification, ensure taxing authority according to Program Guidelines.
- Prepare written communication to applicants, participants, lenders, realtors, counseling agencies etc.
- Maintain contact with and develop relationships with lenders, realtors, counseling agencies to foster program participation.
- Monitor and track the progress of program participants.
- Compiles monthly program reports.

Family Self-Sufficiency (FSS)

- Work closely with public and private community agencies that provide services and support to FSS program. Participates in establishing procedures for recruitment and selection of FSS program participants.
- Establish and monitor the escrow account information within the Elite system, ensure the accuracy of the credit calculations, ensure that accurate deposits are made.
- Develop additional incentives related to the escrow account.
- Develop and promote local strategies to connect HCVP recipients with public and private resources. Specifically, network resources to obtain supportive services for clients related to child care, transportation, health services, financial or household management, homeownership and educational and job training opportunities.
- Coordinate the execution of the FSS contract of participation and termination of contract.
- Processes resident FSS applications, screens applicants and determines eligibility.
- Help facilitate the Agency's effort to make families self-sufficient with social, community and other public agencies that provide assistance to the FSS program.
- Participates in meetings that provide residents information on the FSS program. Works with committees and sees that activities are performed in a timely manner.
- Participates in orientation to inform interested and selected participants about FSS program goals and objectives.
- Conducts one-on-one interviews with FSS participants, prepares contracts, prepares needs assessments, and makes referrals.
- Coordinates services needed by individual FSS participants, provides counseling and monitors family compliance with participation contract. Performs initial and periodic re-examinations of FSS participants and non-participants and makes any required rent adjustments.
- Participates in the preparation of annual reports on results of FSS program by individual participants.
- Compiles forms, reports, letters, etc., and establishes and maintains files on FSS participants and non-participants. Prepares proposals for services needed.
- Performs other related duties as assigned.

BEHAVIORAL COMPETENCIES

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

Problem Solving: Identifies and resolves problems in a timely manner. Gathers and analyzes information skillfully; 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, not blaming. Maintains confidentiality. Listens to others without interrupting.

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

- Strong communication skills, both verbal and written.
- Strong personal computer skills to include the use of Microsoft Word, Excel, PowerPoint and Outlook.
- Must have knowledge of Homeownership lending guidelines and financial tools.
- Must have the ability to organize, monitor and prioritize the schedule of events to ensure the expeditious sale of each house.
- Must be able to answer inquiries from potential homebuyers, lenders, counseling agencies, other governmental units, and other HACH departments.
- Must possess the ability to establish effective working relationships with the residents, outside agencies, HACH staff and the general public.
- Comprehensive knowledge of pertinent HUD regulations on the FSS program and public housing management, and comprehensive knowledge of Agency policies and procedures.
- Considerable knowledge of supportive services and resources available through community agencies.
- Ability to address the public and present information in a clear, concise and convincing manner.
- 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 and other activities that provide services.
- FSS/Homeownership Certification required. Incumbents are required to obtain FSS/Homeownership Certification within the first 12 months of employment. In the event an employee fails the initial exam, the employee will have 6 months from the date of failure of the exam to re-take and provide proof of the certification within the first 12 months of employment. The Housing Authority of New Orleans will assume all costs associated with the initial attempt of the certification. Any re-takes of the exam shall be at the employee's expense.

Education and/or Experience

Bachelors' degree is preferred in Business Administration with courses in Social Sciences, Social Work, or a related field. Three to four years' experience in real estate financing, public housing and social work is preferred. An equivalent combination of education and experience may be considered.

Mandatory Requirements

Must have a valid Louisiana Driver's License and meet the requirements to be an authorized driver of HANO's fleet vehicles.

Technical Skills

Ability to learn and use in house, HANO software and databases. Proficient with preparing and executing high-quality written deliverables. Proficient with personal computers and PC based software such as Microsoft® Word, Excel, Project, PowerPoint and Access. Excellent written and verbal communication skills and analytical skills, with the ability to read, interpret, and develop statistical reports and calculations.

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.

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.

