



JOB ANNOUNCEMENT

Housing Authority of New Orleans

POSITION TITLE: Special Programs Coordinator, Housing Mobility
DEPARTMENT: Housing Choice Voucher Program
DATE POSTED: 07/22/2022
CLOSING DATE: Until Filled
SALARY RANGE: PAY Grade G24
\$ 23.62 - \$ 29.06 - Hourly
\$ 49,139 - \$ 60,435 - Annually

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FLSA CLASS: Exempt

SUMMARY

The Programs Coordinator, under the supervision of the Special Programs Manager, will implement a federal Demonstration program that seeks to improve access to low-poverty neighborhoods for families with housing vouchers. HANO is one of nine sites participating in this federal Demonstration of a new regional housing mobility program and an associated national research study.

This position is responsible for coordinating participant recruitment and enrollment for the research study. This position requires regular and effective communication with families, research and program partners, and administrative staff. The ideal candidate is experienced in working with low-income families, passionate about helping people, interested in applied research, and highly organized.

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.

Coordination & Administrative

- Manage recruitment processes, including coordinating and scheduling with housing authority staff, as well as families
- Operate in accordance with HUD regulations, guidance, and research protocols; comply with all aspects of the Demonstration
- Maintain and monitor outreach and enrollment information using a database and an enrollment tool

Enrollment Activities

- Carry out in-person and virtual enrollment procedures with families, including:
 - confirming eligibility
 - obtaining informed consent
 - conducting a baseline survey

Communication

- Support Demonstration recruitment efforts, including outreach to eligible families, fielding questions, and follow up communication
- Lead informational briefings to families about the Demonstration
- Provide regular written and oral program updates to program partners

Participate in other research related activities as requested

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

- Knowledge of HUD policies, and other Federal, state and local laws, rules and regulations related to low income housing and HANO policies;
- Knowledge of good public policy practices and procedures, business English and basic mathematics. Knowledge of spoken and written Spanish preferred but not required;
- Knowledge of basic research methods;
- Excellent communication and interpersonal skills. Ability to communicate with and relate to persons of diverse backgrounds and abilities and to establish and maintain effective working relationships with participants, landlords and the public;
- Ability to work collaboratively and develop rapport and trust;
- Ability to meet both internal and program deadlines.
- Ability to plan and prioritize work of self,
- Valid Driver's license;

Education and/or Experience

Bachelor's degree from an accredited college or University in Business Administration, Public Administration, Urban Affairs, City Planning, Urban Planning or a related field and a minimum of five years of previous experience in public housing, Section 8, tax credit housing, assisted apartment management, or local government housing work (e.g. code enforcement, planning, community development) is required. Prior experience with research study recruitment or enrollment and knowledge of research ethics is desirable. An equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this position may be considered.

Technical Skills

Incumbent performs multifaceted work requiring a deep understanding of HUD rules and requirements relative to Voucher program eligibility, income, rent, inspections and contract procedures. The employee must be able to handle complex interpersonal situations with tact and confidentiality. To perform this job successfully, an individual should have above average abilities using computer software such as MS Word, Excel, Outlook, etc. and should be capable of using internet resources for research and developing advanced reports. 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.

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.

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

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.

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.