



# JOB ANNOUNCEMENT

Housing Authority of New Orleans

**POSITION TITLE:** Family Self-Sufficiency (FSS) Specialist

**DEPARTMENT:** Client Services

**DATE POSTED:** 09/12/2025

**CLOSING DATE:** Until filled

**SALARY RANGE:** *HANO offers a comprehensive and competitive total compensation package to include benefits. Salary will be competitive and commensurate with qualifications and experience.*

[Click Here to Apply](#)

## SUMMARY

The Family Self-Sufficiency (FSS) Specialist 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 FSS program. Performing a variety of tasks assisting with the planning, implementing and monitoring activities, documenting and reporting program results. This position reports directly to the Client Services Director.

## 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.*

- 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, 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:

## 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 resolution to 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 duties of the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, and operational requirements as they apply to the assigned organizational entity of the Authority. Uses appropriate judgment & 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.

**Interpersonal Skills:** Focuses on solving conflict; listens to others without interrupting and maintains confidentiality; Engages in active listening, collaboration, team building and leadership, communicating in a way that moves people and projects forward.

## **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 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 Certification required. Incumbents are required to obtain FSS 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***

Bachelor's Degree in Social Sciences, Social Work, Human Services, or a related field with three to four years of experience in public housing, Section 8, and case management. Experience in case management in social services is highly desirable and 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.