



# JOB ANNOUNCEMENT

Housing Authority of New Orleans

**POSITION TITLE:** Jobs Plus Grant Case Manager – **Grant Funded Temporary Appointment**  
**DEPARTMENT:** Client Services  
**DATE POSTED:** 01/03/2025  
**CLOSING DATE:** Until Filled  
**FLSA CLASS:** Exempt  
**SALARY RANGE:** **TBD**

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## SUMMARY

Reporting directly to the Jobs Plus Grant Project Director, the Jobs Plus Grant Case Manager will have significant responsibility in providing a variety of case management services to residents that reside in the Harmony Oaks Community. The Jobs Plus Grant Case Manager will assess resident's needs, situations, strengths, and support network to determine their goals and develop an Individualized Training and Services Plan (ITSP) that leads to sustainable career ladder employment at a living wage for the residents. This position is a grant funded, temporary appointment that will be in effect based upon the terms of the grant and funding availability.

## 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.*

- Provides direct case management services to residents that are referred for assistance.
- Responsible for interviewing and assessing residents according to the case management criteria.
- Communicate with residents to understand their goals, ambitions and challenges
- Tracks client progress through follow-up
- Implements ITSP goals to help participants find gainful employment.
- Assist residents to discover and overcome their personal barriers.
- Assists residents in the development of job skills and career counseling.
- In collaboration with residents, the community coach and grant partners, advise and support the implementation of workplace accommodations
- Continually assess the vocational, social, communication and independent skills required by the specific job setting
- Coordinate outreach and marketing activities with the community and grant partners
- Maintain accurate, timely and descriptive notes from contacts with residents in a database.
- Meet monthly with Job Plus Grant Project Director to review outreach activities, concerns and needs of the residents
- Collect and compile data for a monthly summary report.
- Meets regularly with the Jobs Plus team to review and report on the information obtained from residents.
- Responds quickly and appropriately in crisis situations.

- Ensures data quality, accuracy of client files and records, completes paperwork and maintains case management database.
- Attend scheduled community and employment events
- Assist with monthly team meetings and community awareness activities of Jobs Plus Program
- Provide referral information about resources in the community as needed
- Serve as a speaker about the services provided through the Jobs Plus Program
- Ensure confidentiality of conversations and documentation
- Ability to organize workshops and training sessions addressing education, job skills, and employment.
- Collect and report data required for all monthly, quarterly and annual reports. Enter data into electronic systems as required.
- Provide data reports as needed for grant meetings compliance standards.
- Comply with all federal, state and local laws and applicable HUD grant/HANO rules in the daily transmission of positional duties.
- Performs other 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.

## **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***

- Must possess personal qualities that include integrity, commitment to keep the Jobs Plus mission, respect for diversity and the ability to inspire and motivate
- Ability to be team oriented and able to work independently and have excellent listening skills
- Ability to communicate effectively and express ideas clearly, both verbally and in writing
- Ability to engage community volunteers, residents and stakeholders in the Jobs Plus Program
- Ability to empathize and motivate clients toward achieving desired goals
- Ability to meet Job Plus goals and benchmarks
- Knowledge of standard office equipment and have basic computer skills
- Ability to successfully acquire and communicate requested changes and needs of the residents
- Ability to coordinate a wide variety of services and activities, maintain effective working relationships with other providers and promote activities.
- Ability to possess the knowledge of procedures and eligibility for federal and applicable state entitlement programs; and legal liability issues related to providing Service Coordination.
- Ability to demonstrate and provide communications in a manner that is effective for persons with disabilities and persons with limited English proficiency (LEP)
- Ability to present ideas and information in a clear and concise manner, both orally and in writing.
- Ability to establish and maintain effective working relationships with co-workers, vendors, consultants, contractors, professionals, residents, HUD, and local, state and federal officials.
- Ability to communicate with people from a broad range of socio-economic backgrounds.
- Thorough knowledge of area social service providers and community resources available to assist the low-income population.
- Thorough knowledge of case management practices and documentation required to support program activities.

- Ability to exercise independent judgment in a consistent and effective manner and perform work related activities with little supervision or oversight.
- Ability to use sound judgment in dealing with others and resolving issues and problems.
- Knowledgeable of Microsoft Office programs, basic internet navigation, and social media applications.

### ***Education and/or Experience***

Bachelor's Degree plus 2 years of experience in case management, human services, or social work. An equivalent combination of relevant education, training, and experience that meets the requirement to successfully accomplish the assigned duties and responsibilities will be considered.

### ***Mandatory Requirements***

Must have a valid Louisiana Driver's License and meet the eligibility requirements for coverage under HANO's fleet auto insurance.

### ***Technical Skills***

Ability to learn and use in-house HANO software and databases. Proficient with preparing and executing high-quality written deliverables as well as the accurate and honest completion of grant reports/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's work is performed both indoors and outdoors and involves numerous visits to the Harmony Oaks residents homes and community centers and meeting halls. The employee may drive lightweight vehicles, and may be required to push, pull and/or lift objects weighing up to and more than 25 pounds, such as boxes of canned food, tables, or a resident who must be helped into and out of a vehicle. The employee may be required to work unusual hours. The employee may be exposed to weather extremes and to the usual hazards associated with housing developments.

### **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, 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.

