



JOB ANNOUNCEMENT

Housing Authority of New Orleans

POSITION TITLE: ROSS Service Coordinator – Grant Funded Temporary Appointment
DEPARTMENT: Client Services
DATE POSTED: 11/12/2025
CLOSING DATE: Until filled
SALARY RANGE: \$25 PER HOUR
FLSA CLASS: Non-Exempt

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SUMMARY

Reporting directly to the Director of Community Relations & Client Affairs, the ROSS Service Coordinator will have significant responsibility in providing a variety of case management services to residents that reside in HANO communities and scatter sites. The ROSS Service Coordinator will assess resident's needs, situations, strengths, and support network to determine their goals and develop mutually agreed upon strategies and plans to improve their quality of life and path to self-sufficiency with the support of grant partners/stakeholders. 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 and classifying residents according to the case management triage criteria.
- Works with residents to establish plan of action and referral to service provider.
- Tracks client progress through follow up
- Implements IDP goals to help families progress toward family self-sufficiency.
- Assists residents with job development and career counseling.
- Advocates for and helps clients get resources that would improve their well-being.
- Research and refer residents to community resources.
- Responds quickly and appropriately in crisis situations.
- Ensures data quality, accuracy of client files and records, completes paperwork and maintains case management database.
- Develops outreach strategies to ensure residents are well informed about programs and services.
- Utilize the HUD Standards for Success framework and other tools for grant reporting purposes.
- Prepare and submit performance and financial reports under OMB guidance and program instructions.

- 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 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

- 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 possess the knowledge of the aging process, elder services, disability services, drug and alcohol abuse by the elderly, and mental health issues.
- Ability to demonstrate working knowledge of supportive services and other resources for youth, adults, senior citizens, and/or non-elderly people with disabilities available in the local area.
- Ability to demonstrate ability to advocate, organize, problem-solve, and provide results for low-income families, the elderly, and/or people with disabilities;
- Ability to demonstrate ability to 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.

Education and/or Experience

A bachelor's degree from an accredited college or university with a degree in social work, gerontology, psychology, counseling, human/social services or a related field and 3 years' experience in case management for low-income families is required. An equivalent combination of relevant education, training, and experience that meets the requirement to successfully accomplish the assigned duties and responsibilities will be considered (i.e. associate degree in a related field such as Social Services, Psychology, Human Services, Counseling or related area with 5 years of relevant experience.

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 housing developments, residents' homes, the offices of other agencies, 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.

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.