



JOB ANNOUNCEMENT

Housing Authority of New Orleans

POSITION TITLE: Resident Program Coordinator

DEPARTMENT: Asset Management

DATE POSTED: 08/05/2026

CLOSING DATE: Until Filled

FLSA CLASS: Non-Exempt

STARTING Salary Class I

SALARY RANGE: \$44,000 - \$54,900 (Annually)

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SUMMARY

The Resident Program Coordinator is responsible for developing and delivering engaging educational programs, coordinating resident activities, and fostering strong community engagement. This role plays a key part in enhancing resident experience through meaningful programming, volunteer involvement, and outreach initiatives. The coordinator performs a variety of tasks assisting with the planning, implementing and monitoring activities, documenting and reporting program results. This position reports directly to the Senior Director of Community and Property.

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.

- Works closely with public and private community agencies that provide services and support to community residents.
- Designs, plans, and implements educational programming that aligns with resident needs and organizational goals
- Coordinates resident activities and outreach efforts to encourage participation and community building
- Manages volunteer recruitment, training, and engagement to support events and programs
- Plans, organizes, and executes community events, ensuring smooth logistics and positive resident experiences
- Cultivates strong community partnerships to enhance program offerings and increase resident engagement
- Develops outreach strategies to ensure residents are well informed about programs and services.
- Advocates for and helps clients get resources that would improve their well-being.
- Researches and refers residents to community resources.
- Helps facilitate the Agency's effort to make families self-sufficient with social, community and other public agencies that provide assistance to the community.

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MWBE/EOE

- Participates in meetings that provide residents information on available programs. Works with committees and sees that activities are performed in a timely manner.
- Conducts one-on-one interviews with residents and coordinates services needed.
- Participates in the preparation of annual reports on results of services provided.
- Performs other related 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

- 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, property staff and the general public.
- Comprehensive knowledge of pertinent HUD regulations 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.

Education and/or Experience

Bachelor's Degree in Social Sciences, Social Work, Human Services, or a related field is preferred 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 eligibility requirements for coverage under HANO's fleet auto insurance.

Technical Skills

To perform this job successfully, an individual should have an above average ability using the computer software such as MS Word, Excel and Outlook. Above average skill in the use of search engines on the Internet. Ability to learn other computer software programs as required by the housing authority. Must have ability to adjust actions and strategies as needed, apply new solutions to problems and adapt to changes in policies and procedures.

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.

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.