



JOB ANNOUNCEMENT

Housing Authority of New Orleans

POSITION TITLE: Resident Case Manager
DEPARTMENT: Client Services
DATE POSTED: 06/26/2017
CLOSING DATE: Until filled
SALARY RANGE: PAY Grade 21
\$19.81 - \$24.37 - Hourly
\$41,212 - \$50,686 – Annually
FLSA CLASS: Non-Exempt

062617-CS-001
[click here](#)

SUMMARY

Reporting directly to the Client Services Manager, the Resident Case Manager will have significant responsibility in providing a variety of case management services to the residents of the Estates housing community. The Resident Case Manager will assess resident's needs, situations, strengths and support network to determine their goals and develop mutually agreed upon plans to improve their well-being. This position is a contractual, temporary appointment that will be in effect based upon the terms of the contract.

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 Individual Development Plans (IDPs).
- 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.
- Performs other duties as assigned.

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

- Ability to coordinate a wide variety of services and activities, maintain effective working relationships with other providers and promote activities.
- 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

Bachelor's degree from an accredited college or university with a degree in social work, human services, or related field; a minimum of two years' experience working in social services or self-sufficiency program, or any equivalent combination of education, training, and experience that provides the required knowledge and abilities. A Master's Degree in a related field is preferred.

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

The Housing Authority of New Orleans (HANO) provides equal employment opportunity to all individuals regardless of their race, color, creed, religion, gender, age, sexual orientation, national origin, disability, veteran status, or any other characteristic protected by state, federal, or local law. Discrimination of any type will not be tolerated.

