



JOB ANNOUNCEMENT

Housing Authority of New Orleans

POSITION TITLE: Client Services Director

DEPARTMENT: Client Services

DATE POSTED: 02/07/2020

CLOSING DATE: Until Filled

FLSA CLASS: Exempt

SALARY RANGE: PAY Grade R37
\$90,000- \$121,000 (Annually)
\$43.27- \$58.17 (Hourly)

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SUMMARY

The Client Services Director is responsible for leading and managing the Client Services Department to ensure that applicable HANO-wide and departmental goals are achieved. The Client Services Director directs the design, development, and implementation of community programs, identifies and creates partnerships, and coordinates provider programs to empower assisted residents to become self-sufficient. Such programs include case management in one-on-one and group settings as well as social services, education, tutoring, crisis intervention, budgeting and money management, life skills, health and wellness events, recreational activities, job training, employment search, homeownership, entrepreneurship and a range of youth and adult/senior programs and activities. This position is also responsible for administering the Agency's Relocation Program for displaced residents as development needs dictate. The incumbent liaises with private and public partners, as well as site-based and citywide tenant organizations to discuss, analyze and proactively meet residents' needs. The Client Services Director provides core leadership and expertise in formulating HANO's resident empowerment strategies, securing grants and other program resources, and advancing HANO's community and economic development initiatives.

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.

- Timely and effectively develops, plans, organizes, conducts and oversees training and development related to social services, education, tutoring, crisis intervention, budgeting assistance, life skills, recreational activities, job training, homeownership, entrepreneurship, personal enrichment and employment.
- Establishes annual and multi-year department goals; develops, evaluates, and revises programs; researches industry-wide trends and best practice models; assesses resident needs and analyzes relevant data.
- Creates programs related to department goals and available funding; establishes program expectations and outcomes; develops and administers the budget; establishes program timelines; participates in the procurement of service contracts related to client services; develops and evaluates reports that measure progress; reports progress to relevant parties; reviews successes/challenges with contracted partners.

- Monitors resident training and related services agency-wide to ensure a cohesive approach and avoid duplication of efforts.
- Thoroughly analyzes the residents' needs and appropriately refers to community services/partner providers and/or provides assistance/opportunities through HANO services.
- Develops and recommends annual training plan consistent with the department's goals and objectives and based on analysis of pertinent data.
- Compiles and analyzes demographic and socio-economic data to determine baselines, evaluate needs, and establish quantifiable/measurable goals for HANO's clients and client-related programs.
- Evaluates the quality and effectiveness of the training and development curriculum. Modifies programs as necessary to meet performance standards and achieve desired results of creating economic independence of participants. Ensures that programs and grants or other funding sources are in compliance with policies, procedures, requirements and regulations.
- Prepares semi-annual and annual reports as required for review and submission to HUD or other funding sources.
- Markets and promotes education and community resource programs to encourage client interest in growth and development initiatives.
- Organizes and facilitates adult and youth activities and partnerships that promote education, health, and family and school involvement.
- Assists in outreach and public/community relations. Positively represents HANO in speaking engagements, meetings, task forces, and similar venues. Attends HANO resident / community meetings to provide or obtain information and to provide technical support and assistance.
- Identifies and develops positive working relationships with agencies, schools, and community-based organizations in the city and greater metropolitan area to establish educational, job training, and workplace assistance for residents.
- Maintains effective relationships and communication with other agencies, the public, Resident Advisory Board and Resident Councils engaging input to assist with structuring services, grant programs, and other community and economic development initiatives.
- Responsible for the overall management of the Client Services staff. Assigns work to subordinates, provides guidance, monitors their activity, counsels employees and evaluates job performance.
- Monitors the performance of departmental grants and associated budgets and activities to ensure the appropriate expenditure of grant funds and make certain that grant objectives are met in accordance with prescribed timeframes.
- Investigates and responds to departmental concerns and complaints of residents, staff, HANO management, commissioners and the public.
- Identifies and applies for funding and other resources from federal, state and local agencies, private corporations, foundations in support of resident education, training, job placement, youth services, adult/senior services, drug intervention and drug prevention services, security services, domestic violence, and other resident initiatives.
- Keeps abreast of all pertinent local, state and federal regulations, codes, ordinances, and laws.
- Oversees the Relocation Program ensuring that residents displaced as a result of HANO's redevelopment initiatives are relocated fairly, consistently, and equitably.
- Performs other duties as required.

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.

Leadership: Influence, inspire, encourage, and motivate staff to make a contribution in achieving the goals and mission of agency and the respective departments.

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.

- Comprehensive knowledge of the skills, techniques and practices for instructional training.
- Comprehensive knowledge of programs, regulations and directives of the U.S. Department of Housing and Urban Development (HUD) as well as all other applicable Federal, state, and local laws and regulations as related to resident services.
- Demonstrated expertise and knowledge of social services agencies and community resources available to low-income people, such as disability services, entitlement programs, legal liability issues relating to providing service coordination, drug and alcohol use and abuse, domestic violence, and mental health issues; family self-sufficiency and first-time homebuyers programs.
- Knowledge of the principles and practices of effective program administration.
- Advanced leadership, management and communication skills.
- The ability to provide effective supervision, leadership, guidance and coaching to professionals and support staff engaged in developing and administering the Authority's Client Services program.
- Considerable knowledge of the theory, principles and practices in the design, implementation and evaluation of individual and family supportive services programs; principles and practices of service delivery design and program evaluation; practices and techniques in building community collaboratives; theory, principles and practices of social service counseling, case management and crisis intervention.
- Ability to prepare and monitor contracts, budgets, year-end statements, and fund requisitions.
- Excellent oral and written presentation and public speaking skills and ability to present information in a user-friendly manner.

- Highly motivated, self-directed, and attentive to detail.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Extensive experience working in a team-oriented, collaborative environment.
- Ability and experience in motivating, leading, delegating, and carrying out supervisory duties.
- Ability to exercise good judgment.
- Ability to understand, interpret, explain and apply detailed and complex regulations, policies and procedures governing the design, development, funding and administration of client service programs; collect data, evaluate alternatives and develop sound conclusions and recommendations.
- 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 that provide services.
- Must be able to organize work, set priorities and exercise sound independent judgment, consistent with Authority and department missions and applicable policies and guidelines.
- Valid Louisiana driver's license.

Education and/or Experience

Bachelor's degree (Master's preferred) in Education, Human Services, Psychology, Public Relations, Public Administration or related field from an accredited college or university. Five or more years direct experience in developing, supervising or delivering multi-faceted community based programs, social services, and economic development initiatives; developing and maintaining collaborative partnerships with public and private sector entities to fulfill program goals; identifying funding opportunities and writing proposals/grant applications; or an equivalent combination of education and experience.

Technical Skills

To perform the job successfully, the individual must be competent working with word processing, internet, e-mail, and spreadsheet software. Must be able to learn other software as needed.

PHYSICAL DEMANDS

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this position. 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.