



# JOB ANNOUNCEMENT

Housing Authority of New Orleans

**POSITION TITLE:** Jobs Plus Grant Project Director – Grant Funded Temporary Appointment  
**DEPARTMENT:** Client Services  
**DATE POSTED:** 09/05/2024  
**CLOSING DATE:** Until Filled  
**FLSA CLASS:** Exempt  
**SALARY:** \$60,000 (Annually)

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## SUMMARY

The purpose of the Jobs Plus Initiative program is to develop locally based, job-driven approaches to increase earnings and advance employment outcomes for residents of public housing. Reporting directly to the Director of Client Services, the Jobs Plus Project Director will be responsible for coordinating and managing program services and initiatives in association with the Housing Authority of New Orleans Jobs Plus Grant. The Jobs Plus Project Director will establish working relationships with grant partners and community organizations, connecting residents to resources in order to provide Employment-related services, financial Incentives, and community support for work to the residents of the Harmony Oaks community.

## 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.*

### A. Employment-related Services

Develop, coordinate and manage all employment program services and activities for persons 18-61 years, in coordination with the Client Services department. Establish working relationships with grant partners involved in various employability components such as work-readiness training, employer linkages, financial counseling, educational advancement, job placement, and employment counseling.

### B. Financial Incentives

Coordinate grant components associated with the functions of the Job Plus - Earned Income Disregard (JPEID). Targeting residents that will be granted a 100 percent income disregard that will remain in place for up to 48 months.

### C. Community Support for Work

Market Jobs Plus services and financial incentives to all targeted residents of the Harmony Oaks community development. Develop and coordinate community capacity building, career counseling and planning, skills

training, job search techniques, resume and interview preparation, and other associated employment services for adults and youth residents. Establish an employer database in conjunction with grant partners and assist qualified residents with job opportunities based upon their skills, interests and needs.

- Supervises and manages the Jobs Plus Grant Program's Community Coach staff.
- Conducts the appropriate pre-employment screenings and job skills assessments for suitable candidates that meet the job qualifications;
- Oversees the facilitation of weekly work readiness, employment groups, the organization of career exploration and motivation activities;
- Plan and organize job search workshops utilizing the Internet, including interviewing, resume preparation and other employment activities;
- Coordinates job preparation processes before going on interviews, i.e., transportation, attire, documents etc., and conduct follow-up assessments with participant and interviewer.
- Oversees the coordination of meetings with residents at regular intervals to assess their job and career goals, or immediate changing needs;
- Markets the Jobs Plus Initiative program to potential employers by developing and making presentations about program and its support systems;
- Develops marketing materials of job development services for distribution to residents;
- Builds momentum for program participation by engaging residents through workshops, meetings, advertisements, community surveys, special events, job fairs and etc.;
- Develops a data base of current employers ranging in skill level, and industry for suitability of employment placements that suit the resident's needs, skills and interest;
- Works with employed residents on employment advancements, increasing skills and career opportunities;
- Advises residents of career opportunities requiring certified licensures, state examinations, board certifications, job skill proficiencies, computer skills requirements, and etc.;
- Develops and oversees maintenance of a Record System of case notes and follow-up data on all participants for job retention and additional job training, if needed;
- Performs regular review of data trends with staff for continuous quality improvement;
- Documents placements, internships, raises and etc., into your monthly report and into their files;
- Provides monthly report for HANO Board Report;
- Creates an Employer Advisory Committee to review program curricula, assist with interviews and placement and marketing;
- Participates in the vetting, selection and development of resident Community Coaches;
- Monitors the work product of staff to ensure excellent customer service, professionalism, confidentiality, empathy and an understanding of the Jobs Plus program;
- Engages with property managers regarding facilities, logistics and on-site accommodations;
- Maintains a continuum of care for residents, in conjunction with HANO grant funds programs, community providers and HUD guidelines.
- Performs other duties as assigned.

## **BEHAVIORAL COMPETENCIES**

This position requires the incumbent to exhibit the following behavioral skills:

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

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***

- Knowledge of the principles and practices of job development and employment services
- Knowledge of principles and practices of career counseling and planning
- Knowledge of career pathways for persons 18 years and older
- Knowledge of human service, health, court, and criminal justice systems' program, regulations, and procedures
- Knowledge of a wide range of issues, people, and institutions.
- Knowledge of basic office equipment, including computer, scan/fax, telephone, copier, etc.
- Knowledge of the organizations and agencies in the area that provide services utilized by residents
- Ability to counsel with low-income adults and youth regarding self-sufficiency, planning, follow-through
- Ability to understand and follow oral and written instructions
- Ability to read, understand, and apply THA organizational rules, policies, procedures, and instructions; as well as HUD regulations, policies, and procedures 11. Ability to communicate orally and in writing, interpersonal and problem-solving skills, English and effective communications
- Ability to organize and present workshops and training sessions addressing adults and youth employment and finance issues/needs
- Ability to accurately analyze progress toward achieving goals and motivate continued progress
- Ability to establish and maintain effective working relationships with the public, residents, and other employees
- Ability to establish and maintain a network of contacts to assist in providing services to residents
- Ability to interact with residents and agencies in obtaining and providing information in a polite and efficient manner, both in person, and on the telephone
- Ability to maintain confidential records in accordance with professional and agency standards and state law
- Ability to use sound judgment in order to make decisions in accordance with established procedures and guidelines
- Skilled in analyzing situations in order to identify problems and offer possible solutions
- Skill in communicating orally with clients and agencies in order to obtain and provide information
- Ability to plan and prioritize work of self and staff,
- Valid Driver's license;
- Insurable under the agency's fleet insurance policy

***Education and/or Experience***

Bachelor's degree in social sciences, education, business administration, and/or five (5) years of closely related work experience in job development services, human services, or social work, or an equivalent combination of education and 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***

Incumbent performs multifaceted work requiring a deep understanding of HUD rules and requirements relative to Voucher program eligibility, income, rent, inspections and contract procedures. The employee must be able to handle complex interpersonal situations involving conflicts between assisted tenants and landlords with skill and professionalism. To perform this job successfully, an individual should have above average abilities using computer software such as MS Word, Excel, Outlook, etc. and should be capable of using internet resources for research and developing advanced reports. Ability to learn other computer software programs as required by assigned tasks.

**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.

**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, 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.