



**Imagine Housing**  
building eastside communities

**Resident Support Specialist- Bellevue, WA**  
**Job Description**  
**2017**

Are you inspired by the idea of using your professional skills to directly benefit people? Imagine Housing is the primary developer of permanent affordable rental housing in East King County, Washington. We are a leader in providing person-centered, strengths-based supportive services including case management, resource referrals and community building events at our properties. Our organization is aware of the needs of diverse communities and is committed to cross-cultural competence. Imagine Housing empowers individuals and families, supports diversity and strengthens communities. We make it possible for individuals and families with low incomes, veterans, seniors, survivors of domestic violence, and young adults aging out of foster care to live and thrive on the Eastside.

Imagine Housing has an excellent reputation throughout the Puget Sound region for our commitment to increasing the availability of affordable housing and for our leadership in affordable housing advocacy. Over 30 years in the community, we have built or acquired 13 properties in six Eastside cities, serving more than 1,200 low-income individuals each year with 485 affordable apartments.

**POSITION**

Imagine Housing is hiring for full time (40 hours per week) Resident Support Specialist. As part of an Andrew's Glen/Bellevue support team, the Resident Support Specialist will provide case management to residents of Andrew's Glen. This comprehensive case management consists of assisting residents in setting and achieving their desired goals, coordinating residents' care with other service providers, referring residents to other resources in the community as appropriate, measuring residents' outcomes and providing other kinds of supports as requested by residents. This position will also assist with the planning and execution of community events, meals, and classes at Andrew's Glen. The Resident Support Specialist will act under the supervision of the Director of Supportive Services.

The Resident Support Specialist will be based at Andrew's Glen, a forty-one apartment community in the Factoria neighborhood of Bellevue. Twenty of the apartments are transitional housing (up to two years) for homeless veterans and are supported by the U.S Department of Veterans Affairs Grant and Per Diem Program. Ten of the apartments are permanent supportive housing for individuals and families transitioning out of homelessness. The remaining eleven apartments are income based affordable housing. This position also supports 4 apartments that are for permanent subsidized housing at Chalet in Bellevue. As well as providing referrals and resources to families at Andrew's Heights and leading Bingo once a month at our Senior Property, Ellsworth House, on Mercer Island.

## **KEY RESPONSIBILITIES**

### **Case Management and Supportive Services**

- Assist prospective applicants with completing lease agreements and obtaining other supportive documents such as identification, social security card, etc. as required by leasing agents/property;
- Establish and maintain collaborative working relationships with partnering service providers, homeless shelters, transitional housing programs and other community resources, especially our VA Liaison;
- Provide supportive case management and crisis management for residents at Andrew's Glen/Chalet/Andrew's Heights;
- Complete resident needs assessment, service plans, monitoring, linkage to appropriate community resources, follow up, appropriate discharge, and tracking;
- Keep track of updated information regarding tenant occupancy, move outs, and vacancies;
- Facilitate and coordinate supportive activities for residents with other program staff and partnering service providers including: employment assistance activities, such as job readiness training, resume preparation, interview practice, attending job fairs and networking with perspective employers; budgeting and money management training; health and wellness education, etc.;
- Help residents complete applications for public benefits, as appropriate; and
- Maintain thorough and complete records of residents' participation in supportive services and progress.

### **Reporting**

- Track and record data on residents' participation in supportive services, progress on their service plans and goals, and impact of supportive services on residents;
- Participate in annual evaluation of the supportive services program at Andrew's Glen and implement needed improvements;
- Provide needed documentation for reports to program funders on a timely manner basis; and
- Complete needed tracking and reporting for HMIS and supper with the VA reporting.

### **Other Responsibilities**

- Attend bi-weekly team meetings with the Andrew's Glen team;
- Participate in weekly or bi-weekly supervision meetings with Director of Supportive Services;
- Attend weekly Supportive Services Team meetings;
- Attend bi-monthly Imagine Housing all-staff meetings;
- Attend meetings with property management staff at Andrew's Glen as needed;
- Assist in identifying trainings needed to be more effective as Resident Support Specialist;
- Work a flexible schedule based on availability of residents; and
- Perform other assigned duties in a timely and efficient manner.

## **KNOWLEDGE, SKILLS AND ABILITIES REQUIRED**

- Ability to communicate and work effectively with staff and residents from a variety of economic, cultural and ethnic backgrounds, with varying physical and mental abilities, with diverse sexual orientations and gender identities as well as physical and mental disabilities, and substance abuse issues;
- Outstanding organizational, verbal and written communication skills;
- Ability to perform daily duties to achieve desired outcomes and performance measures with minimal supervision;
- Ability to set and maintain boundaries with clients in a professional manner;
- Ability to make good decisions in crisis situations;
- Strong time management and organizational skills and competency in use of personal computer, especially for word processing and generation of statistical information;
- Knowledge of Motivational Interviewing techniques;
- Knowledge of community resources in East King County for youth, adults and families who have experienced homelessness;
- Ability to travel between housing sites and meetings multiple times during the week; and
- Ability to bend, stoop and lift up to 25 lbs.

## **MINIMUM REQUIREMENTS**

- A minimum of two years case management or similar experience in a human services setting;
- Experience working with veterans, the VA, or other veterans organizations preferred;
- Experience providing supportive services to individuals who have experienced trauma;
- Experience providing support in securing and maintaining employment;
- Experience working with people experiencing mental health issues, chemical health issues and homelessness; and
- Ability and willingness to work a flexible schedule.

## **WORK SCHEDULE**

The Resident Support Specialist position is a full-time (40 hours per week) hourly nonexempt position. Work days are Monday through Friday and general hours will take place between 9:00am and 6:00pm. One evening each week will be required to meet the needs of the residents with start times adjusted accordingly. Regular daily presence is required.

## **PAY AND BENEFITS**

The hourly range for this position is from \$17.79- 20.19/hour (\$37,000- \$42,000 annually) based on experience. This is a full-time (40 hours per week) position and benefits include 100% company paid health, dental, vision, and life insurance; paid sick, vacation, and holidays; 401(k) matching contribution; and opportunities for professional development.

## **TO APPLY**

Send your resume and cover letter to Hester Winn at [hesterw@imaginehousing.org](mailto:hesterw@imaginehousing.org). Include in your cover letter how you learned of this position and a description of specifically why you are an ideal candidate. Position is open until filled.

## **EQUAL EMPLOYMENT OPPORTUNITY**

Imagine Housing is committed to a policy of equal opportunity for all applicants and employees regardless of race, religion, national origin, gender, marital status, age, the presence of a disability, or any other basis prohibited by applicable federal, state or local laws. Our equal opportunity policy applies to all phases of employment, including recruiting, hiring, job assignment, supervision, training, upgrading, transfer, compensation, benefits, promotion, education and recreation, layoff and termination.



For more information on Imagine Housing, go to [www.imaginehousing.org](http://www.imaginehousing.org).