



Resident Services Manager

Job Description

2021

THE ORGANIZATION

Are you inspired by the idea of using your professional skills to directly benefit people? We are seeking highly motivated and high performing professionals to add to our growing team. Our work environment is positive, caring, collaborative, solution-oriented, and fun. Imagine Housing was named as one of Washington's Best Workplaces in 2018 by the Puget Sound Business Journal.

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, children, 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 now have 640 affordable apartments in six Eastside cities serving more than 1,400 individuals and families with low incomes each year. We plan to double our size in the next five years to meet the ever-increasing needs in the region.

POSITION

The Resident Services Manager reports to the Director of Resident Programs. This position will supervise Resident Services staff and oversee the services at properties throughout Bellevue and Issaquah.

The Resident Services Manager will be responsible for the onboarding and direct supervision of site staff. The manager will oversee the Resident Services staff and ensure compliance with contracts with the VA, King County, various Eastside cities, and other funders. This position will ensure Imagine Housing's Case Management Philosophy is consistent, by managing the services offered to residents, while affirming access and availability at all properties.

The Resident Services Manager's communication style should effectively empower staff members to make decisions that support the goals and vision of the organization and the communities served. Use coaching to develop others to fully participate both responsibility and accountably. Value diversity and difference, build and maintain relationships and manage effective teams and work groups.

KEY RESPONSIBILITIES

1. **Supervision:** The Resident Services Manager will hire, train, support and evaluate the Resident Services staff providing case management. Oversee and ensure successful implementation of programs/services. Conducts audits to determine quality and consistency of program delivery. This position will also support the staff in appropriately handling challenging resident issues.
2. **Community Partnership:** Locate, develop, and maintain networks and partnerships with relevant service providers, community organizations, business and educational institutions and assist/train/direct Resident Services staff to do the same.
3. **Coordination with Property Management:** Work with Property Management and Asset Management to ensure all residents have the opportunity to be renter's in good standing. Work with the site teams to create realistic timelines and processes to help residents retain their housing, address lease violations, and avoid eviction.
4. **Direct Service:** Provide direct service or referrals for properties with limited Resident Services Staff or when a Case Manager is not available.
5. **Other Responsibilities:** In addition to the above, the Resident Services Manager will:
 - Facilitate weekly face-to-face supervision with the Resident Services team;
 - Attend Resident Services department meetings;
 - Work closely with Volunteer and Admin Coordinator to help identify volunteer meals at each property;
 - Assist in identifying trainings needed to be effective as a Resident Services staff; and
 - Perform other duties as assigned in a timely and efficient matter.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

- Proven experience effectively leading a team;
- 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, substance abuse issues and complications of HIV/AIDS;
- 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; and
- Strong time management and organizational skills and competency in use of personal computer, especially for word processing and generation of statistical information.

MINIMUM REQUIREMENTS

- BA degree in social work, human services or related field;
- Experience in a case management or 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 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 Services Manager position is a full-time salaried (exempt) position. Hours will be primarily from Monday through Friday between the hours of 8:00 a.m. and 5:00 p.m. Evening/weekend work may be required. Regular daily (workweek) presence is required.

SALARY AND BENEFITS

Salary range is \$65,000 to \$70,000/ year and based on experience. Benefits include 100% company-paid medical, dental, vision and life insurance, paid holidays, paid sick and vacation leave, and 401(k) matching contribution. Opportunities for professional development.

If you have any questions, please call Eunice Springs at (425) 521-5202.



Imagine Housing is an equal opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on race, color, age, sex, religion, sexual orientation, gender identity or expression, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, state, or local laws.

This policy applies to all employment practices within our organization, including hiring, recruiting, promotion, termination, layoff, rehire, leave of absence, compensation, benefits, training, and internship. Imagine Housing makes hiring decisions based solely on qualifications, merit, and business needs at the time.



Imagine Housing is committed to working with and providing reasonable accommodations to individuals with disabilities. If you need a reasonable accommodation because of a disability for any part of the employment process, please call (425) 521-5202 or send an e-mail to eunices@imaginehousing.org and let us know the nature of your request and your contact information.

For more information on Imagine Housing, visit www.imaginehousing.org

PLEASE NOTE: This position description generally describes the principle functions of the role and the level of knowledge, expertise and practice typically required; it is not designed to contain a comprehensive listing of activities or responsibilities. In addition, this position description does not constitute an employment agreement between the employer and employee, and is subject to modification with or without notice.