



Case Manager – Community Engagement Specialist
Kirkland
Job Description
2023

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 Case Manager – Community Engagement Specialist (CM – CES) reports to the Resident Services Manager. This position will have responsibilities at either a community in Bellevue or Kirkland.

The CM – CES provides support to a diverse group of residents living in Imagine Housing’s affordable housing communities. The CM – CES will effectively work with residents, Resident Services Case Managers, Volunteer Coordinator, property managers and community partners to

deliver consistent community building events and other socially coordinated services to residents.

This position requires a motivated and resourceful individual who is sensitive to resident needs; has excellent service coordination, team building, and group facilitation skills; and can thrive in a relatively independent environment working with a multidisciplinary team. The CM – CES must be mission focused and aligned with Imagine Housing’s values to honor and respect the DIGNITY of every human being’s life and experiences; provide a safe HOME that offers stability and opens opportunities; support COMMUNITY that connects people and allows everyone to thrive together and operate with INTEGRITY that stewards resources and relationships.

KEY RESPONSIBILITIES

- Planning and facilitating events for the residents for the purpose of building community relationships by connecting residents to one another and to the larger community.
- Providing support to residents with the help of other staff and a network of community support.
- Develop monthly calendars/event flyers/social media posts to market activities to residents, managing an event budget process, preparing monthly summaries, and meeting with staff for planning.
- Engaging the Volunteer Coordinator to provide a team of volunteers, vendors, and community partners to maximize budget and impact.
- In some cases, the CM – CES will visit new residents shortly after move-in to invite them to connect to the community. The same would occur for residents who are near the end of their lease term.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

- Social – capability to understand the power of relationships; appreciate meeting new people, networking in the broader community, and planning social activities. Must be authentic, empathetic, caring, and have excellent communication skills.
- Event Planning – experienced in planning and facilitate events to engage and retain residents. Enjoys creating an exciting atmosphere and drawing people into conversations and experiences.
- Availability: available to host events and coordinate daily visits when the community residents are most likely to attend or be at home including evenings and weekends.
- Financially Responsible: responsible and trustworthy with a community’s monthly event budget.
- 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

- Have basic fluency in English to compose marketing elements for the community and required reports for the property management company.
- Possess a current driver's license and liability insurance, and access to a form of reliable transportation to complete CM – CES duties such as shopping for events and connecting with vendors.
- Be physically able to use stairs, bend, sit, stand, stoop, carry up to 25 pounds.
- Due to the responsibilities of the role, including access to community information and resources, property funds for events, and the potential for interacting with children, the CM – CES must have the ability to pass a criminal background check in compliance with federal, state, and local law.
- Have the availability to commit to up to 32 hours per week to perform job responsibilities.
- 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.
- Be able to make the minimum term commitment to serving in the apartment community.

WORK SCHEDULE

The CM – CES position is a full-time, non-exempt position. Hours will be primarily from Monday through Friday, evening and weekend work may be required. Regular daily (workweek) presence is required.

SALARY AND BENEFITS

The salary range is \$29.00-\$30.50/hour (\$60,320-\$63,440) annually. Benefits include 32-hour workweek (compensated for 40 hours), employer-paid health coverage, (medical, dental, vision, life insurance, and EAP), that requires a contribution for employee if dependent(s) are added to plan. Generous PTO program, 403 (B) employer match contribution. Opportunities for professional development.

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

**EQUAL
OPPORTUNITY
EMPLOYER**

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 principal 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.