



## **HOUSING STABILITY RESIDENT SERVICES MANAGER**

Job Description  
2023

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.

### **POSITION**

The Housing Stability Resident Services Manager reports to the Director of Resident Services. This position supports all 15 Imagine Housing properties with housing stability concerns. Imagine Housing properties include a range of affordable rents including permanent subsidized section 8 units, units filled through Coordinated Entry for All – King County (CEA), and tax credit affordable housing.

The Housing Stability Resident Services Manager will also provide direct supervision for Resident Services staff. The portfolio of properties includes a large population of set aside units.

### **KEY RESPONSIBILITIES**

- 1) Lead the effort to strengthen the collaboration with Property Management, Resident Services, and Asset Management:
  - a. Create and monitor structures and processes to support the collaboration between Property Management, Resident Services, and Asset Management, develop and lead trainings to support this effort;
  - b. Stay current on trends, trainings, and implement Best Practices in Permanent Supportive Housing;
  - c. Create and implement a data driven approach to ensure cross department collaboration with the ultimate goal to increase housing retention;
- 2) Provide direct Housing Stability support:
  - a. Work with Residents, Property Management, Resident Services personnel and appropriate partners to problem-solve resident-related issues;

- b. As needed, work with individual residents to develop long-term sustainable solutions that promote housing stability and retention;
  - c. Ensure a Trauma-Informed Care approach is utilized in supporting housing stability.
- 3) Supervision: The Housing Stability Resident Support Manager will hire, train, support and evaluate the Supportive Services staff providing case management and lead periodic team trainings and meetings. This position will also support the staff in appropriately handling challenging resident issues.
- 4) Other Responsibilities: In addition to the above, the Housing Stability Resident Services Manager will:
  - a. Investigate, identify, and solve problems related to community/neighborhood concerns affecting residents;
  - b. Assist in identifying and leading trainings needed to support the Resident Services Department in becoming recognized leaders in Resident Services;
  - c. Recruit and supervise volunteers to offer activities and prepare community activities;
  - d. 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 Housing Stability 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 (work week) presence is required.

## SALARY AND BENEFITS

Salary range is \$75,000-\$85,000/ year and will be 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](mailto: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](http://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.