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 is the primary developer of permanent affordable rental housing in East King County, Washington. We are a leader in providing person-centered, strength-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 will work at affordable housing properties on the Eastside of King County providing case management, resource referrals, community dinners, and other events.

We build homes, communities, opportunity, and stability – on the Eastside.

This position will be under the supervision of the Resident Services Manager.

KEY CASE MANAGEMENT RESPONSIBILITIES

- Provide case management to residents living in properties within Imagine Housing's portfolio. This may include individuals who have transitioned from homelessness. Case management services are optional on the part of the resident. Residents do not have lease stipulations that require them to access case management. Case Managers are required to provide outreach to all households.
- Work directly with property management personnel to coordinate various resident services.
- Assist residents with gaining the services and skills necessary to abide by the terms of their lease.
- Assist residents to set and achieve their desired goals, coordinate residents' care with service providers, refer residents to appropriate community resources and provide other support as requested by residents. Follow up with households regularly. Case management also consists of intakes and assessments that are standard and key to resident success.
- Assist residents in applying for public benefits as appropriate.
- 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 prospective employers; budgeting and money management training; health and wellness education, etc.
- Provide basic needs items, bus tickets and emergency food when appropriate.
- Provide crisis management when needed.

KEY COMMUNITY EVENT RESPONSIBILITES

- Provide regular community events including planning, shopping, preparing, and cleaning up, using volunteers as available.
- Plan, coordinate, and facilitate community events.
- Third-party volunteer communication and supervision.
- Provide educational components at many community events including coordinating with occasional guest speakers and service providers.
- Pick-up, delivery and distribution of food, clothing, etc., as needed.

REPORTING IN HMIS AND CIVICORE DATABASES

- Assign new residents to property in HMIS (a King County database).
- Complete new residents' basic demographic and family information in CiviCore (an Imagine Housing database).
- Track and record data on residents' participation in resident services, progress on their goals and impact of supportive services on residents in CiviCore. Including basic need items provided to households and referrals given and completed.
- Complete monthly and quarterly funding reports for King County and the City.

ADMINISTRATIVE RESPONSIBILITES

- Design and distribute site event calendars monthly.

- Complete applications, referral paperwork and order forms for programs provided in collaboration with partner agencies such as Hopelink and Eastside Baby Corner.
- Complete basic needs supply inventories monthly.
- Submit travel and VISA expense reports monthly.
- Manage the property level program quarterly budget.
- Collect and submit volunteer hour reports monthly.
- Submit bus pass inventory monthly.

OTHER RESPONSIBILITIES

- Attend Resident Services department (as scheduled; sometimes weekly), Imagine Housing all-staff, and supervision meetings, as scheduled
- Attend weekly meetings with property management staff
- Assist in identifying and participating in trainings needed to be more effective as a Case Manager
- Work a flexible schedule based on availability of residents
- Perform other assigned duties in a timely and efficient manner

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED

- Ability to communicate and work effectively with seniors, families, individuals and youth 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 and/or chemical dependency.
- Outstanding organizational, verbal, and written communication skills
- Provide your own transportation to travel between housing sites; donation deliveries and pick-ups; shopping for community meals and events; agency events, and meetings, multiple times during the week (mileage will be reimbursed)
- Ability to make sound decisions, even in crises, without daily onsite supervision
- Ability to set and maintain boundaries with clients in a professional manner
- Ability to work independently and as part of a team
- Ability to be interconnected with Imagine Housing staff, co-workers, and property management staff; be helpful, respectful, approachable, and team oriented, building strong working relationships and a positive work environment
- Be receptive to feedback and willing to learn and embrace continuous improvement
- Ability to achieve a standard of excellence with our work processes and outcomes, honoring agency policies and all regulatory requirements
- Knowledge of Motivational Interviewing techniques
- Knowledge of the root causes of poverty and homelessness
- Customer-focused and continuously striving for high resident satisfaction; going out of your way to be helpful and pleasant
- Ability to work a flexible schedule that meets the needs of residents
- Competency in use of personal computer, especially for word processing and generation of statistical information

- Ability to bend, stoop and lift to 25 lbs.
- Bilingual preferred

MINIMUM REQUIREMENTS

- A minimum of two years case management or similar experience in a human services setting
- Experience working with people experiencing mental health, substance and/or chemical dependency
- Experience providing supportive services to individuals who have experienced trauma; and
- Ability and willingness to work a flexible schedule
- Willingness to plan and execute events on site
- Provide own transportation between housing sites and meetings multiple times during the week
- Willingness to transport donated items between housing sites

WORK SCHEDULE

The Case Manager position is a full-time, non-exempt position. The work week is 32 hours; work hours are at a mutually agreed-upon schedule. Evening work may be required. Regular daily (workweek) presence is required. This position does not have a remote or hybrid option, and flexing time is not available. This position will be required to provide services to two housing sites, requiring travel between sites on a weekly basis. Mileage reimbursement is available.

COMPENSATION & BENEFITS DISCLOSURE

Pay Range:
The base pay range for this position is $30.97 to $31.90 per hour

Full Salary Range:
$30.97 to $33.22/hour

Imagine Housing is required to provide a reasonable estimate of the compensation range for this role. This range considers the wide range of factors that are considered in making compensation decisions including but not limited to experience, skills, knowledge, abilities, education, licensure and certifications, and other business and organizational needs. It is not typical for an individual to be offered a salary at or near the top of the range for a position. Salary offers are determined based on final candidate qualifications and experience. The full salary range shows the growth potential for this position, and the pay scale is the budgeted salary or hourly range that Imagine Housing reasonably expects to pay for this position.

BENEFITS PACKAGE

Imagine Housing offers a comprehensive benefits package to eligible staff members, including:

32-Hour Workweek: (compensated for full time)

- **Healthcare:** Medical, dental, and vision insurance, Employee Assistance Program, and Flexible Spending Account coverage effective the first day of the month following hire date.
- **Disability Leave:** Short and Long Term Disability effective after 90 days of employment.

- **Life Insurance:** $50,000 Basic Life Insurance effective after 90 days of employment. Voluntary supplemental employee, spouse, and child coverage available after 90 days of employment.
- **Retirement:** 401(k) plan with up to 3% company match.
- **Combined Paid Time Off (PTO) bank satisfies Washington State Paid Sick Leave requirements (WAC 296-128-600):** Accrues 160 hours/year initially, with increases after 5 and 10 years.
- **Floating Holidays:** 32 hours of paid floating holiday time provided annually (prorated to 20 hours for employees hired after July 1).
- **Holidays:** 14 paid company holidays annually.

Additional Perks: Opportunities for professional development through continued education/tuition reimbursement

TO APPLY

Please email resume and cover letter to careers@imaginehousing.org

The cover letter should include how you learned of this position, why you are an ideal candidate, and your salary expectations.

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.

Americans with Disabilities Act

Imagine Housing is committed to providing reasonable accommodations to applicants with physical or mental disabilities. If you need a reasonable accommodation for any part of the application or hiring process, please contact us at (425) 521-5202 or careers@imaginehousing.org

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.

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