



KCHA Job Announcement

600 Andover Park W • Tukwila, WA • 98188 • (206) 574-1104 FAX

Please post to KCHA employees, residents and the general public.

Resident Services Specialist **(Long Term Temporary Part-Time Job -20 hrs a week, estimated term of at least 1 year)** **OPEN: 11/5/2009 CLOSE: 11/19/2009**

King County Housing Authority, a high performing nationally recognized leader in affordable housing is currently seeking a talented, self-directed Resident Services Specialist, with excellent customer service experience, to work as part of a HOPE VI project located at Greenbridge. The position will primarily assist Vietnamese speaking residents with their housing needs and working one-on-one with families to provide case management and referrals to social services.

RESPONSIBILITIES: Under the supervision of the Senior Resident Services Manager, provide case management support to families and coordinate services with other providers; provide Vietnamese interpretation and translation, counseling and transportation to families affected by the HOPE VI project. Input and maintain case notes and activity logs for families in a database and generate a variety of reports. Provide interpretation and translation of HOPE VI relocation and Community Support Service materials; explain the rules, requirements and timeline of the project. Create and maintain client files; ensure that all appropriate paper work is included to ensure high quality of service, documentation and tracking. Assist residents to complete housing applications, make referrals to social service agencies, review all applications and forms completed by residents to prevent mistakes and incomplete forms. Schedule community meetings; send out flyers, call residents, provide translation services at the meeting, and answer questions about returning to the property and Community Support Services. Perform other duties as assigned.

REQUIREMENTS: The ideal candidate will have an Associate Degree and two to three years experience in housing or support services programs, or an equivalent combination of education and experience. Work requires knowledge of social service and other supportive needs of population served by the Authority residents. Requires ability to operate computer with word processing, spreadsheet, and graphics presentation software. Communicate effectively both orally and in writing. Must handle client interactions with courtesy, tact and sensitivity to the issues involved; work effectively with a culturally and ethnically diverse resident group. Must be bilingual in Vietnamese and English. Must have reliable transportation, auto insurance, a good driving record and a valid WA State Drivers License throughout employment.

COMPENSATION: The salary for this position is \$18.43 —\$21.19 per hour DOE. The excellent benefit package includes employer paid dental; vacation, sick & holiday pay; life insurance, long term disability insurance and transit subsidy. PERS retirement (mandatory) and medical plan require employee and employer contributions. Employee paid deferred compensation (457b) is optional. Positive corporate culture and commitment to a diverse workplace plus more!

TO APPLY: Please send cover letter explaining how you meet the job requirements, resume and complete application materials (available on our website @ www.kcha.org) to KCHA, Human Resources, Job #09-32. **This position will close on 11/19/09 at 4:30pm.**

For future opportunities, please call our job line at (206) 574-1103 or visit our website at www.kcha.org. EEO/AA/M/F/V/D

