



**Imagine Housing**  
building eastside communities

**Resident Support Specialist/Case Manager- Kirkland, WA**  
**Job Description**  
**2017**

Are you inspired by the idea of using your professional skills to directly benefit people? Imagine Housing is a highly respected leader in providing permanent affordable housing with supportive services for low income families, veterans and seniors in East King County, Washington. More than just housing, we provide our residents with a caring environment, case management and community events at our properties. We are a leader in providing person-centered, strengths-based supportive services. Our organization is aware of the needs of diverse communities and is committed to cross-cultural competence.

For 30 years, we have made it possible for 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. We now have 485 affordable apartments in five Eastside cities serving more than 1,200 low-income individuals each year.

We are looking for highly motivated and high performing people to add to our growing team. Our work environment is positive, caring, collaborative, solution-oriented and fun. We offer excellent benefits including 100% company paid health insurance and a matching 401(k) program.

**POSITION**

The Resident Support Specialist/Case Manager will provide comprehensive case management for residents at Athene, a new senior community with 91 affordable apartments including 27 studio, 59 one-bedroom, and 5 two-bedroom homes – including 20 apartments set aside for seniors experiencing homelessness. Athene is located in the Totem Lake neighborhood of Kirkland and is scheduled to open in the fall of 2017.

The Resident Support Specialist, under the supervision of a Resident Support Supervisor in Imagine Housing's Department of Supportive Services, will develop goal plans with residents, coordinate care with other service providers, assist residents in achieving short and long term goals, refer residents to other resources in the community as appropriate, and measure residents' outcomes. The Resident Support Specialist will also organize and facilitate trainings, classes, and community events. The main types of programming and services that this position will provide and supervise are as follows:

1. **Case Management:** The Resident Support Specialist provides supportive case management and crisis management for residents that are formerly homeless. The Resident Support Specialist will establish and maintain collaborative working relationships with partnering service providers, homeless shelters, transitional housing programs and other community resources. The Resident Support Specialist is responsible for completing intakes, assessments, service plans, monitoring, linkage to appropriate community resources, follow up, appropriate discharge, and tracking.
2. **Resource Referrals:** The Resident Support Specialist is responsible for becoming knowledgeable about community resources available to families and individuals that assist with their basic needs and help them achieve their goals. These can include things like providing bus tickets as needed, passing along information on rental and utility assistance and providing assistance in filling out applications for public benefits. The Resident Support Specialist will make sure that all residents are aware of these services and feel welcome to ask for assistance when needed.
3. **Community Events and Classes:** Coordinate and facilitate community events. These activities can range from shopping for and cooking a community meal to a class on emergency preparedness. The activities should also include trainings on resources or information beneficial to the residents. These events are a great place for residents to get together and share resources and help to create a sense of community at the property. The Resident Support Specialist will facilitate a coffee-hour group twice a month at Kirkland Plaza, a residence for Seniors managed by Imagine Housing.
4. **Reporting:** The Resident Support Specialist will track and record data on residents' participation in services and the impact of services on residents. This position will be responsible for preparing and submitting reports to program funders on a timely manner basis and completing HMIS entry and reporting, as required.
5. **Terrace Hill:** Imagine Housing housing owns and operates an 18 unit garden-style affordable housing community near downtown Redmond. The property does not have any onsite services available and, as such, the Athene Resident Support Specialist provides services to Terrace Hill. The Resident Support Specialist is responsible for becoming knowledgeable about community resources available in Redmond and creating quarterly newsletters and distributing them to the residents. Additionally, the Resident Support Specialist is responsible for placing, tracking, picking up, and delivering Eastside Baby Corner orders to Terrace Hill residents weekly.
6. **Other Responsibilities:** In addition to the above, the Resident Support Specialist will:
  - Attend Supportive Services department, Imagine Housing all-staff, and supervision meetings, as scheduled;
  - Attend meetings with property management staff, as needed;
  - Work a flexible schedule based on the availability of residents; and
  - Perform other duties as assigned in a timely and efficient matter.

## **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, and substance use issues;
- 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;
- Strong time management and organizational skills;
- Competency in use of personal computer, especially for word processing and generation of statistical information;
- Ability to work independently and as part of a team;
- Ability to travel between housing sites and meetings multiple times during the week; and
- Ability to bend, stoop and lift up to 25 lbs.

## **MINIMUM REQUIREMENTS**

- A minimum of two years case management or similar experience in a human services setting;
- Experience providing supportive services to an elderly population;
- 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 Support Specialist position is a full-time (40 hours per week) hourly nonexempt position. Work days are Monday through Friday and general hours will take place between 9:00am and 6:00pm plus one evening until 8pm each week, with start times adjusted accordingly.

## **PAY AND BENEFITS**

The hourly range for this position is from \$17.79- 20.19/hour (\$37,000- \$42,000 annually) based on experience. This is a full-time (40 hours per week) position and benefits include 100% company paid health, dental, vision, and life insurance; paid sick, vacation, and holidays; 401(k) matching contribution; and opportunities for professional development.

## **EQUAL EMPLOYMENT OPPORTUNITY**

Imagine Housing is committed to a policy of equal opportunity for all applicants and employees regardless of race, religion, national origin, gender, marital status, age, the presence of a disability, or any other basis prohibited by applicable federal, state or local laws. Our equal opportunity policy applies to all phases of employment, including recruiting, hiring, job assignment, supervision, training, upgrading, transfer, compensation, benefits, promotion, education and recreation, layoff and termination.

**TO APPLY**

Please email a resume and cover letter to [hesterw@imaginehousing.org](mailto:hesterw@imaginehousing.org). Include in your cover letter how you learned of this position and a description of specifically why you are an ideal candidate. Position is open until filled.



For more information on Imagine Housing, go to [www.imaginehousing.org](http://www.imaginehousing.org).