



Resident Support Supervisor- Kirkland, WA Job Description

Imagine Housing is the leading developer of permanent affordable rental housing in East King County, Washington. In addition to housing, we provide person-centered, strengths-based supportive services, including case management, resource referrals, and community building events at our communities. Our organization is sensitive to 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 veterans, seniors, survivors of domestic violence, young adults aging out of foster care and low-income working families to live and thrive on the Eastside.

POSITION

The Resident Support Supervisor reports to the Director of Supportive Services. This position is based at Francis Village, a sixty-one unit apartment community in the Totem Lake neighborhood of Kirkland.

The Resident Support Supervisor will be responsible for the supervision of supportive services staff at Imagine Housing properties in Kirkland and Bellevue. The supervisor will oversee contracts with King County, various Eastside cities, and other funders. The Resident Support Supervisor will measure the outcomes and outputs of the residents.

KEY RESPONSIBILITIES

- 1) **Supervision:** The Resident Support Supervisor will hire, train, support and evaluate the Supportive Services staff providing case management and lead weekly team meetings. This position will also support the staff in appropriately handling difficult resident issues and effectively providing supportive services to residents.
- 2) **Reporting:** The Resident Support Supervisor will track and record data on residents' participation in supportive services, progress on their service plans and goals, and impact of supportive services on residents. They will support their team in conducting annual evaluation of the supportive services provided. This position will be responsible for preparing and submitting reports to program funders on a timely manner basis and completing HMIS and VA database entry and reporting, as required.
- 3) **Other Responsibilities:** In addition to the above, the Resident Support Supervisor will:
 - a. facilitate weekly team meetings with the Supportive Services Team,
 - b. attend Supportive Services department meetings,

- c. attend all-staff meetings,
- d. recruit and supervise volunteers to offer activities and prepare community activities,
- e. assist in identifying trainings needed to be effective as a Supportive Services staff,
and
- f. 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 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 individuals and families experiencing mental health issues, chemical health issues and homelessness; and
- Ability and willingness to work a flexible schedule.

WORK SCHEDULE

The Resident Support Supervisor 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 \$48,000 to \$55,000/ 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 will be provided.

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 info@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.