



## **Support Services Resource Specialist – 30 Hrs/Week**

### Job Description

2019

#### **THE ORGANIZATION**

Imagine Housing is the leading non-profit developer of affordable housing based in East King County. For over 30 years, we have made it possible for low-income people to live and thrive on the Eastside. We offer permanent housing with supportive services to families, seniors, and veterans, many who have recently experienced homelessness. Our outstanding team of smart, experienced, employees is committed to making a difference in our communities. We now have 576 affordable apartments in six Eastside cities serving more than 1,300 low-income individuals each year. We plan to double our size in the next five years to meet the ever increasing needs in the region.

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 and we were named as one of Washington's Best Workplaces in 2018 by the Puget Sound Business Journal. We offer excellent benefits including 100% company paid health insurance and a matching 401(k) program.

#### **POSITION**

Imagine Housing seeks an organized, detail-oriented and motivated individual to join the Imagine Housing Supportive Services Team. The Support Services Resource Specialist will be responsible for data entered in tracking system for the proper case management of residents and program support to ensure residents meet their goals. The Support Services Resource Specialist's dedicated support will enable Imagine Housing to build authentic and meaningful relationships with community partners and residents, furthering the mission of Imagine Housing.

The position reports to the Supportive Services Director, with the potential for growth and leadership in this nimble and ever-growing organization. This position also offers a tremendous opportunity for the right person to join our staff, Board, and over 250 volunteers in building and preserving high quality affordable housing and delivering supportive services to individuals and families with low-incomes in East King County.

#### **PRIMARY DUTIES**

##### **Program Support (40%):**

- Oversee logistical, administrative, and program support for Imagine Housing's Supportive Services Team for the King County bus ticket program, Eastside Baby Corner, youth programs, behavioral health, and basic needs
- Assist Resident Support Specialists with community outreach
- Coordinate and manage quarterly resident survey and evaluation
- Evaluate and monitor existing programs to assist resident goal achievement
- Create and oversee social and educational resident programs

##### **Support Services Reporting (40%):**

- Verify, track, and update resident information for participation in supportive services and progress on goal-plans
- Tests, corrects, and monitors system updates

- Review data entered for proper reporting
- Support the Supportive Services team in entering notes, actions, and tracking resident case management
- Conduct monthly and quarterly maintenance within case management tracking system to ensure data integrity
- Create reports and queries as requested to support Supportive Services program outcome goals
- Work with the Finance and Donor Engagement teams monthly on grant compliance and yearly outcome reports
- Evaluate system for accurate performance
- Be the point-person for all case management questions and troubleshooting

#### **Communications & Administrative Support (20%):**

- Keep Supportive Services forms and resident informational packets up to date
- Manage the Supportive Services Policy Manual and update as changes happen
- Prepare monthly reports for Supportive Services team meeting
- Keep all department files maintained and organized
- Keep updated on current low-income housing news and resources to support Resident Support Specialist and residents
- Assist with coordinating community outreach presentations throughout the year
- Attend Supportive Services team meetings, Imagine Housing all-staff, and supervision meetings as scheduled
- Attend external partner meetings and maintain collaborative working relationships with service providers

#### **PROFESSIONAL TRAITS**

- Highly organized and efficient
- Detail and systems oriented
- Proactive – able to anticipate arising needs and take ownership over activities
- Problem solver that is able to synthesize big picture ideas into solid steps
- Resourceful – able to find solutions using various sources
- Able to track and prioritize multiple projects at a given time
- Easy to work with in a collaborative team environment

#### **MINIMUM QUALIFICATIONS**

- 4 years of related experience, or a Bachelors degree, or two-year degree and two years of related experience
- 1-2 years of experience with case management software or similar case management software
- Proficiency in the Microsoft Office Suite with particular proficiency working with Excel and Word
- 1-2 years of experience in public service program implementation
- Familiarity with social service resources and nonprofit organizations in King County

#### **WORK SCHEDULE**

Position is a part-time (30 hours per week), hourly, non-exempt position. Hours worked will be weekdays on a mutually agreed-upon schedule. Occasional overtime, evening and/or weekend work also may be required.

## **SALARY AND BENEFITS**

The hourly range for this position is from \$17.79- 20.19/hour (\$27,752-\$31,496 annually) based on experience. This is a part-time (30 hours per week) position, with benefits including 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 protected 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](mailto: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](http://www.imaginehousing.org).