

MT. BAKER HOUSING

RESIDENT SERVICES COORDINATOR

Position Title: Resident Services Coordinator
Reports To: Resident Services Program Manager
Position Classification: Full-time, Exempt
Salary: \$70,000-\$75,000 DOE

ABOUT MT BAKER HOUSING

At Mt. Baker Housing (“MBH”), our mission is to improve lives and strengthen communities in southeast Seattle by creating quality, affordable housing, and supporting our residents.

We are a non-profit affordable housing developer and owner, founded in 1988 for the initial purpose of preserving the Mt. Baker Village Apartments located in southeast Seattle. Since the purchase and subsequent renovation of Mt. Baker Village, MBH has grown into a non-profit affordable housing developer, now owning and operating seven properties, with a significant committed development pipeline. Today, our seven properties comprise 357 affordable units, and house 776 residents. By mid-2023, we will have completed construction on an additional three housing developments, increasing the number of units in our portfolio to nearly 1000, and total residents housed to an estimated 2,900.

Central to our mission is not just developing affordable housing, but mitigating the displacement of communities. We accomplish this by pairing housing with a robust offering of targeted services through our resident services program. We believe that vibrant communities begin at home and that all people, regardless of income, should have a secure, affordable place to live.

JOB PURPOSE

The Resident Services Coordinator provides on-site staffing through outreach and community building at designated property among our portfolio of properties throughout Southeast Seattle and unincorporated King County that serve a diverse community of predominately Black and brown refugee and immigrant resident community members.

Building Brighter Futures is our mission with a goal towards improving lives and strengthening communities in Southeast Seattle by creating quality, affordable housing, and supporting our residents through the core values of inclusivity, curiosity, empathy, courage, and vitality.

The Resident Services Coordinator is dedicated to serving our resident community by continuously evolving the Resident Services ecosystem through constant curiosity and a resident-centered mindset and cultivating a culture of personal growth and self-improvement within the Resident Services team.

Outreach consists of creating and establishing ongoing relationship with new residents and existing residents, ensuring that all households know that the Resident Services Program is available to them, and establishing and maintaining ongoing rapport with each community. This includes constant partnership with the Property Management team to keep up to date on resident community, resident resource linkage through general resource and programmatic information dissemination (via bulletin boards, newsletters, resource fairs, etc.); individualized resource referrals during walk-in office hours,

and via phone and email; and coordination of on-site service offerings (workshops, benefits enrollments, etc.) from other agencies.

Community building work often happens through property-wide social events, which can also be occasions for further outreach and resource linkage.

The Resident Services Coordinator collaborates with the Resident Services Program Manager and other Resident Services Coordinators and serves as a thought partner in the pursuit of the vision, mission, and values of MBH.

DUTIES & KEY RESPONSIBILITIES

- Actively participate in centering the resident community of MBH through the Mount Baker Housing Resident Services program, ensuring that it is a culturally competent and accessible resident services program that is responsive to diverse cultural beliefs and practices
- Partner with Resident Services Program Manager and team toward successful implementation of core program/service components as may be required by regulations, public and/or private investors/funding sources, and/or access needs including language, ableism, and special needs of the resident community being served.
- Maintain networks and partnerships with relevant service providers, community and religious organizations, business, and educational institutions.
- Regularly participate in Affordable Housing advocacy programs to represent MBH and our residents
- Participate in and provide strategic input to MBH strategic planning process and community discussions for policy development that can positively impact MBH and our residents.
- Be available to residents during an established weekly block of time at each community (including early evening hours), for walk-in information & referral requests.
- Depending on the property, meet with residents in a designated Resident Services office, shared property management office, community room, or laundry/mailbox/foyer area, as necessary.
- Distribute and display relevant and timely resource information for the whole community and perform outreach — including new-resident "meet and greets."
- Respond to resident referral inquiries received by phone and email, and perform any necessary resource research, direct linkage, and follow-up communications as appropriate for every resource request received.
- Collaborate with Manager in planning on-site resource linkage programming, such as resource events, workshops, classes, and other educational and supportive services provided by partner agencies. Take the lead in designing and coordinating logistics of on-site community building events, recruiting residents and/or other community volunteers as appropriate.
- Serve as lead Resident Services Program staff during community building events, and as coordinator and host for on-site service offerings from partner agencies. Be available on a regular basis during evening and weekend hours for such events.
- In coordination with Manager, record resident participation in all outreach, resource linkage, and community building activities, as well as referral outcomes
- Responsible for resource information research and compilation (collecting and compiling flyers, brochures, newsletters, etc.), in preparation for on-site office hours and program events.
- Other duties as required.

COMPETENCIES

- Recognize intersectional equity as integral components of our culture including race, diversity, gender identity, ableism.
- Hold self and team accountable to foster and reflect the core values when working with others and when making business decisions.
- Develop effective working partnerships with religious, education and community groups and institutions.
- Function effectively in an environment with diverse cultures and multiple perspectives and lines of authority.
- Motivate individuals and groups to actively participate and take leadership in efforts to improve the community and increase self-determination.
- Capacity to adapt amidst agency growth and program development.
- Willingness and interest in working equally with people from a variety of racial, cultural, and economic backgrounds; of all ages and abilities; and with diverse personalities, religious beliefs, sexual orientations, and family structures.
- Demonstrated ability to effectively serve, support, and build relationships within multi-cultural communities with low- and moderate-level incomes.
- Personal and/or professional understanding of causes of housing instability.
- Broad familiarity and/or relationships with service agencies throughout Seattle/King County.
- Comfort and talent regarding simultaneously managing multiple projects and maintaining relationships within multiple communities.
- Ability to work independently and collaboratively as part of a small staff team.
- Proven ability to consistently follow policies and procedures, including adherence to standard practices of informed consent, client confidentiality, and mandatory reporting.
- Demonstrated capacity to respond effectively and compassionately to challenging client interactions, while maintaining clear and consistent professional boundaries.

DESIRED QUALIFICATIONS

- Bachelor's Degree in a related field or demonstrated and significant experience in a related field or five (5) years in community development or social service program development.
- Two (2) years in program and staff management.
- Fluency in languages that include Vietnamese, Oromo, Somali, Tagalog, Ilocano, Khmer, Spanish
- Event-planning skills and experience.

KNOWLEDGE AND SKILLS

- Work collaboratively with others in a team environment, respecting and valuing the perspectives and contributions of others, including residents. Must demonstrate a high level of verbal, writing and listening skills.
- Proficiency in Microsoft Office Suite including Word, Excel and Outlook.
- Demonstrate knowledge in data collection and analysis.
- Experience maintaining timely, consistent, and accurate records and client files.
- Experience working with individuals with limited English proficiency.
- Experience working with immigrant and refugee populations
- Current driver's license, with access to own vehicle

MEASUREMENT OF SUCCESS

- Annual goals will be established with the Program Manager
- Annual goals may be measured quarterly, along with the evaluation of the responsibilities noted above.

WORKING CONDITIONS

Physical: Must be able to carry/push/pull objects less than 30 pounds, walk, climb stairs and enter/exit buildings that are under construction, occasionally, without normal ingress/egress available. Position may require occasional travel between residential buildings.

Sensory: Ability to read fine print on documents. Able to speak clearly and make self-understood, while also understanding others using the English language.

Cognitive: Ability to understand and relate to concepts behind specific ideas and remember multiple tasks/assignments given to others over a period of days. Able to concentrate on moderate detail in both office and field with moderate interruption. Able to attend task/function for more than 60 minutes at a time.

Environment: Exposure to different climates. Exposure to dust, dirt, air particles, and hazardous materials common to residential construction sites.

Equipment: Ability to properly operate computers & telephone.

Mobility: Ability to be mobile among multiple southeast Seattle and Skyway work sites throughout the typical day and week.

Flexibility: Availability to work four 9-hour days per week on average, including regular evening on-site office hours and periodic after-hours and weekend events. Willingness to be flexible with variable on-site work spaces, in some cases performing outreach, resource linkage, and community-building duties without a designated office set-up.

COMPENSATION & BENEFITS

Mt. Baker Housing is committed to providing employees with a competitive salary and benefits package. The salary range for this position is \$70,00-\$75,000. In addition, MBH offers a generous benefits package including employer paid medical, dental, and vision benefits, as well as a 401(k) and paid time off and paid holidays.