

IMAGINE HOUSING & EASTSIDE AFFORDABLE HOUSING

Housing Stability – Resident Services Manager



Are you inspired by the idea of using your professional skills to directly benefit people? Imagine Housing is the primary developer of permanent affordable rental housing in East King County, Washington. We are a leader in providing person-centered, strengths-based supportive services including case management, resource referrals and community building events at our properties. Our organization is aware of 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 individuals and families, veterans, seniors, survivors of domestic violence, and young adults aging out of foster care with low incomes to live and thrive on the Eastside.

Imagine Housing has an excellent reputation throughout the Puget Sound region for our commitment to increasing the availability of affordable housing and for our leadership in affordable housing advocacy.

POSITION

The Housing Stability Resident Services Manager reports to the Director of Resident Services. This position supports all 16 Imagine Housing properties with housing stability concerns. Imagine Housing properties include a range of affordable rents including permanent subsidized section 8 units, units filled through Coordinated Entry for All – King County (CEA), and tax credit affordable housing. The portfolio of properties includes a large population of set aside units. This role will also provide direct supervision for Resident Services staff.

KEY RESPONSIBILITIES

1. Supervision: The Housing Stability Resident Support Manager will hire, train, support and evaluate the Resident Services staff providing case management and lead periodic team trainings and meetings. This position will also support the staff in appropriately resolving resident concerns.
2. Lead the effort to strengthen the collaboration with Property Management, Resident Services, and Asset Management:
 - a) Create and monitor structures and processes to support the collaboration between Property Management, Resident Services, and Asset Management, develop and lead trainings to support this effort.
 - b) Stay current on trends, trainings, and implement Best Practices in Affordable Housing.

- c) Create and implement a data driven approach to ensure cross department collaboration with the goal to increase housing retention.

3. Provide direct Housing Stability support:

- a) Work with Residents, Property Management, Resident Services personnel and appropriate partners to problem-solve resident-related concerns.
- b) As needed, work with individual residents to develop long-term sustainable solutions that promote housing stability and retention.
- c) Ensure a Trauma-Informed Care approach is utilized in supporting housing stability.

4. Other Responsibilities: In addition to the above, the Housing Stability Resident Services Manager will:

- a) Investigate, identify, and solve problems related to community/neighborhood concerns affecting residents.
- b) Assist in identifying and lead trainings needed to support the Resident Services department in becoming recognized leaders in Resident Services.
- c) Use HMIS for CEA units.
- d) Responsible for partnering with property management staff on resident referrals.
- e) Perform other duties as assigned in a timely and efficient matter.
- f) Manage department budget, including tracking grants and other expenditures.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

- Proven experience effectively leading and developing a team using supervisory concepts and procedures.
- Ability to communicate and work effectively with staff and residents from a variety of economic, cultural backgrounds, with varying physical and mental abilities, gender identities, substance misuse and other medical conditions.
- 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 colleagues, direct reports, residents, property management staff, and other partners in a professional manner.
- Ability to make good decisions in crisis situations, including de-escalation, and safety awareness.
- Strong time management and organizational skills and competency in the use of a personal computer, specifically Microsoft Office suite (Word, Excel, PowerPoint, etc.)

MINIMUM REQUIREMENTS

- BA degree in social work, human services or related field preferred.
- Proven experience in managing a team.
- 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.
- Demonstrated experience working with individuals who were previously housed and/or navigating mental health and substance use challenges.
- Ability and willingness to work a flexible schedule.

WORK SCHEDULE

The Housing Stability Resident Services Manager position is a full-time salaried (exempt) position. Hours will be primarily from Monday through Friday between the hours of 8:00 AM and 5:00 PM. Evening/weekend work may be required. Regular daily (work week) presence is required onsite.

COMPENSATION

Salary Range:

\$85,392.15 - \$88,380.87

Full Salary Range:

\$80,849.92 - \$90,300.00

Imagine Housing is required to provide a reasonable estimate of the compensation range for this role. This range considers the wide range of factors that are considered in making compensation decisions including but not limited to experience, skills, knowledge, abilities, education, licensure and certifications, and other business and organizational needs. It is not typical for an individual to be offered a salary at or near the top of the range for a position. Salary offers are determined based on final candidate qualifications and experience. The full salary range shows the growth potential for this position and the pay scale is the budgeted salary or hourly range that Imagine Housing reasonably expects to pay for this position.

BENEFITS

Benefits include 32-hour workweek (compensated for full time/40 hours), employer-paid health coverage, (medical, dental, vision, life insurance, and EAP) that requires an employee contribution for dependent coverage. Generous PTO program, 401(k) employer match contribution. Opportunities for professional development.

TO APPLY

Please email cover letter and resume to careers@imaginehousing.org

The cover letter should include how you learned of this position, why you are an ideal candidate, and your salary expectations.



At Imagine Housing, we are committed to fostering a diverse and inclusive workplace where everyone feels valued and respected. We are an Equal Opportunity Employer and make employment decisions without regard to gender, age, sex, marital status, sexual orientation, race, creed, color, national origin, citizenship or immigration status, honorably discharged veteran or military status, or the presence of any sensory, mental, or physical disability or the use of a trained dog guide or service animal by a person with a disability, or any other protected characteristic as outlined by federal, state, or local laws. We will not tolerate discrimination or harassment of any kind.

This policy applies to all aspects of employment, including but not limited to recruitment, hiring, rehire, internship, compensation, benefits, training, promotion, leave of absence, layoff, and termination. Imagine Housing makes hiring decisions based solely on qualifications, merit, and business needs at the time.



Imagine Housing is committed to working with and providing reasonable accommodations to individuals with disabilities. If you need a reasonable accommodation because of a disability for any part of the recruitment or employment process, please call (425) 521-5202 or send an e-mail to careers@imaginehousing.org and let us know the nature of your request and your contact information.

For more information on Imagine Housing, visit www.imaginehousing.org

PLEASE NOTE: This outline generally describes the principal functions of the role, and the level of knowledge, expertise and practice typically required; it is not designed to contain a comprehensive listing of activities or responsibilities. In addition, this role outline does not constitute an employment agreement between the employer and employee and is subject to modification with or without notice.