



## **Housing Stability Manager**

At Multi-Service Center (MSC), we believe that equity, connection, diversity, integrity, and belonging make us a stronger team to achieve our goals. Our mission is to uplift communities by increasing equitable access to advocacy, opportunities, and well-being. By joining MSC, you too, can be part of the team that works to empower individuals and help create thriving communities. If you are looking for something that contributes to your sense of purpose and impacts our local community, then you will want to know more about us, our values and culture, and our opportunity.

We offer a comprehensive benefits package that includes a choice of two health plans, dental and vision plan paid by the employer; life insurance (1X annual base pay) and long-term disability insurance (60%); FSA, HRA; 401K; 3 weeks of vacation to start, 12 days sick leave and 14 paid holidays including your birthday; Family building benefit up to \$3,000, and a Sabbatical program for tenured employees. You can find more information on the [Careers Page](#) of our website.

The **Housing Stability Manager** is responsible for the efficient and effective management of the transitional housing, shelter, rental assistance and homelessness services staff across five different programs. This position includes supporting employees and the teams with daily operations of programs and growth and development opportunities for the Economic Opportunity department staff. The Housing Stability Manager also assists the Department Director with planning department-wide meetings, coordinating staff training opportunities, and working with the Director to create a comprehensive and meaningful onboarding process for new staff.

### **Status, Schedule, Location:**

- Non-Exempt or Exempt depending on the step, Regular, full-time.
- Monday to Friday 8:30 AM to 5:00 PM.
- Headquarters 1200 S 336th Street, Federal Way, WA, and MSC Kent 24437 Russell Rd Ste 200, Kent WA. After training, it might be possible to have one day working from home per week.

### **Wage/Salary Range:**

- Salary Grade 17: **MIN \$34.79 MID \$39.60 MAX \$45.52**
- **At the moment of hire, the salary will be determined based on your qualifications and experience, with consideration given to a range extending from the minimum to the midpoint.**

- The ranges shown should be used as an estimate and are affected by many factors, including the critical need of the position, your overall experience and qualifications, and other considerations.

## **Overview of Responsibilities:**

### **Program Management:**

- Acts as a backup in the absence of a director.
- Knowledge about housing and homelessness systems, including housing first, harm reduction, shelter operations, diversion and regional access points.
- Perform trauma informed supervision and manage the team for housing and stability programs.
- Support the Department Director with developing and implementing department-wide policies and procedures and ensure all staff communicates and implements these appropriately.
- Oversee, maintain, and review case management records for quality assurance, training, and data management.
- Have a thorough understanding of trauma-informed practices and be able to support staff with implementing trauma-informed care principles in day-to-day work.
- Promotes and supports diversity, equity, and inclusion principles in daily operations among department staff and supports agency DEI strategic plan.
- Assure staff are trained and updated on policies and procedure changes.
- Support the Director with the coordination of monthly department meetings.
- Ensure referrals or initiate services to address mental health, substance abuse, chemical dependency, or disability issues wherever possible.
- Build relationships and partnerships with local agencies to ensure adequate support to meet the needs of MSC clients.
- Support staff with support services distribution and tracking, including reconciliation of distributed supportive services such as gift cards.

### **Financial and Administrative Management:**

- Assist the Director with monitoring the budget regularly to ensure appropriate spending of Client Service and Administrative dollars to balance the budget at the end of the designated contract year.
- Work with Director and Compliance Manager around providing accurate and timely program data as required by funding sources and the agency, i.e., CSBG, Agency Report, ROMA, HMIS, etc.
- Provide intake services as necessary to maintain program services.
- Serve as liaison to other agencies and veterans, homelessness, and community-related groups throughout King County.
- Support Housing staff by reviewing program flyers, websites, and other marketing materials.

- Support the Compliance Manager and Director with reviewing and completing reports.
- Assist the Director with addressing customer complaints and problems.
- Assist the Director with presenting to the MSC Board and other entities as needed.

### **Staff Support and Supervision:**

- Attending to employees' well-being and trauma-informed leadership.
- Keep accurate records of employees' timecards and approvals in a timely fashion.
- Actively engaged in hiring, retention, and employee development practices that reflect an understanding of and commitment to diversity, equity, and inclusivity.
- Provide ongoing supervision and timely evaluation to the Housing Staff and others as assigned.
- Provide annual feedback on the Housing staff performance and complete the appraisal evaluation before the employee's anniversary.

### **Additional Responsibilities** include the following:

- Support the Housing staff and de-escalating.
- In the Director's absence, attend meetings and represent the Agency.
- Travel to MSC offices and program meetings throughout south King County and Seattle.

### **Requirements**

- High School Diploma, GED required. Bachelor's degree is highly preferred.
- Five years in social services directly working with housing or people experiencing homeless or low-income populations, including persons with mental health, physical disability, and substance abuse issues. Experience with the unhoused is highly desirable. OR three years of similar experience with a bachelor's degree.
- Minimum three years of experience supervising direct service staff in a social services environment.
- Working experience and knowledge of local resources for homeless, low-income, and older adults.
- Experience in housing programs' operations and volunteer management is highly desirable.
- Knowledge of and experience in a wide range of Housing programs and models such as Housing First and transitional/emergency shelter/permanent supportive housing strongly preferred.
- Participation in local initiatives or advocacy efforts to reduce homelessness in King County is highly desirable.
- A valid State driver's license, proof of current auto insurance, and reliable transportation.
- Ability to communicate orally and in writing with other organizations and people of diverse backgrounds.
- Knowledge of diversity, equity, and inclusivity and ability to incorporate DEI principles into work.
- Ability to work independently, accurately, and efficiently, with an eye for detail

- Proven ability to manage multiple complex services and situations efficiently and effectively.
- Above average time-management and organizational skills and ability to understand, interpret and implement policies and procedures related to department contract management.
- Ability to work in and accept a changing environment and work with staff to build programs and implement changes.
- Basic understanding of and ability to communicate with individuals, families, and employees from diverse cultural and socio-economic populations and people under extreme stress and experiencing various crises, including severe mental health issues.
- Trauma informed care principles and housing and homelessness systems, including housing first, harm reduction, shelter operations, diversion and regional access points.
- Databases like HMIS are highly desirable.
- De-escalation skills and ability to resolve conflicts.
- Proficiency and above-average ability to work with numbers, invoices, bills, financial tracking, etc.
- Proficiency with Microsoft Office 365, including SharePoint, OneDrive, Outlook email and calendaring, and standard Office applications.

### **Join our mission!**

To apply, please send your resume and cover letter to [jobs@mschelps.org](mailto:jobs@mschelps.org)

No phone calls, please.

Multi-Service Center is committed to creating a diverse and inclusive environment. MSC is proud to be an Equal Opportunity Employer. MSC welcomes all qualified applicants and will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.