



REGIONAL ACCESS POINT (RAP) HOUSING ASSESSOR

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.

Any job offer will be contingent on a satisfactory background check, as determined by MSC.

MSC is currently seeking a full-time Regional Access Point (Rap) Housing Assessor in the Economic Opportunity Program. This position will serve homeless families, single adults, and young adults through a compassionate and solution-focused lens. The Housing Assessor will provide the following comprehensive core services: System Entry, Discussion of Diversion Options, Household Assessment, Communication/Coordination with clients and participating CEA agencies/programs, and Housing Navigation Services. Once the required services have been implemented, the Housing Assessor will facilitate access to additional services, including Housing location, landlord engagement, Partnership in the Seattle/King County WorkSource system, Behavioral Health Teams, and linkages to physical health services as needed. The position incorporates successful diversity, equity, and inclusion principles.

The **RAP Housing Assessor** reports to the Housing Stability Manager. This position primarily works in the Federal Way Heart Quarters and travels around the south of King County to different locations, such as libraries, shelters, etc.

Status and Schedule:

- Non-Exempt, Regular, full-time.
- Monday to Friday 8:30 AM to 5:00 PM. It might require some flexibility related to different events that could land out of that range maintaining 40 hours a week.
- Headquarters 1200 S 336th Street, Federal Way, WA.

Wage/Salary Range:

- Salary Grade 12: **MIN \$24.79 MID \$28.21 MAX \$32.43**
- **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

System Entry Services:

- Accept household appointments and walk-in clients of any household type.
- Offer alternative off-site access (mobile assessment, etc.).

Household Assessment and Housing Navigation:

- Complete CEA Housing Triage Tool through HMIS (Homeless Management Information System).
- Identify household strengths and needs.
- Determine housing referral type based on vulnerability score.
- Offer referrals to employment and education services to increase household income.
- Discuss diversion options.
- Provide referrals to diversion services.
- Discuss next steps with household based on current housing placement by vulnerability score.
- Support clients in gathering housing screening documentation.

Client Communication and Coordination:

- Maintain clear and consistent communication with clients.
- Coordinate with participating CEA agencies/programs.
- Track client progress through the system.
- Maintain linkages to service partners.

Cultural and Linguistic Appropriateness:

- Operate services that are culturally and linguistically appropriate.
- Accommodate special populations' needs (survivors of domestic violence, non-English speakers, immigrants, and refugees).
- Ensure language access and appropriate mobile assessment.

Partnerships and Collaboration:

- Partner with co-located services as needed.
- Collaborate with King County to align with regional priorities.

Additional Services Facilitation:

- Facilitate access to additional services once required services are implemented.
- Services may include housing location, WorkSource system partnership, behavioral health teams, and linkages to physical health services.

Customer Information and Advocacy:

- Provide information, referrals, and assistance to drop-in and telephone customers.
- Act as a customer advocate for needed services.
- Develop and maintain good relations with customers and community resource providers.

Training and Certification:

- Complete required Program Development Training.
- Pass the certification exam.
- Maintain ongoing certification through additional required training.
- Communicate effectively with diverse populations and organizations, with a good understanding of substance abuse, family dysfunction, and domestic violence.

Additional Responsibilities:

- Maintain relationships with agency staff.
- Adhere to confidentiality and conduct standards.
- Familiarize yourself with all MSC (Multi Service Center) services and staff.
- Attend assigned meetings outside the agency to represent Housing Program and agency services.
- Provide service during evenings or weekends as needed.
- Perform other duties as assigned.
- Travel to MSC offices and program meetings throughout south King County and Seattle.

Requirements

- High School Diploma or GED (General Education Degree) required; bachelor's degree in social services preferred or comparable field or direct service experience, especially in crisis intervention, case management, emergency/transitional housing, and substance abuse.
- 2 years direct service experience, especially in crisis intervention, case management, and emergency/traditional housing and substance abuse.
- Valid Washington State driver's license, proof of current auto insurance, and reliable transportation.
- Proven ability to be self-directed and possess excellent organizational skills.
- Proven to adapt and be flexible to adjust quickly to shifting demands, emergencies, and policy changes.
- Empathy for low-income, homeless, elderly and otherwise needy families and individuals.
- Clear verbal and written communication for client interaction, documentation, and collaboration with partner agencies and people with different backgrounds.
- Active listening to build trust and better understand clients' unique needs and challenges.
- Emotional resilience for managing the emotional toll of crisis intervention and client trauma.
- Client oriented and case management techniques.
- Skills for de-escalating tense situations and connecting clients with immediate support.
- Read, write and understand the English language.
- Microsoft 365: Outlook email and calendaring, Word, and Excel; database experience.
- Be proficient with basic computer skills, including Word and Excel, and a willingness and ability to learn additional databases.

- Familiarity with local housing programs, WorkSource systems, and landlord engagement strategies.
- HMIS knowledge and experience utilizing the database is preferred.

Join our mission!

To apply, please send your resume and cover letter to jobs@mschelps.org.

No phone calls please.

Multi-Service Center is committed to creating a fair, 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.