



## **Housing Support Specialist**

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.**

The **Housing Support Specialist (HSS)** provides screening, assessment, advocacy, and ongoing case management for veterans living at the William J Wood Veterans House. It offers permanent supportive housing for homeless or imminently homeless veterans and their families. All 44 one, two, and three-bedroom units are eligible for rental subsidies through the HUD VASH Program in collaboration with King County Housing Authority. The **HSS** uses a housing first framework and assists with all aspects of running the program at the sites; helps individuals establish and work on goals to help them stabilize their lives to ensure housing stability; provides support services such as information and referrals, employment assistance, goal setting, and problem-solving.

The **HSS** reports to the Economic Opportunity Director. This position primarily works on Mondays to Fridays at the William J Wood property in Federal Way.

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

- Non-Exempt, Regular, full-time.
- Monday to Friday 10:00 AM to 6:30 PM
- William J Wood Facility: 29404 Pacific Hwy S, Federal Way, WA 98003

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

- Salary Grade 12: **MIN \$25.46 – MID \$28.97** - MAX \$ 33.30

- 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:**

### **Customer Support, Case Manager, and Advocacy:**

- Provide intake, screening, assessments, program placement, and ongoing monitoring for Veterans facing unstable housing.
- Utilizing a housing first model assists customers in maintaining stable housing by helping them develop problem-solving and goal-setting skills.
- Provide information and referral, and advocacy services through case management.
- Assist customers in determining their needs in all areas, including, but not limited to, employment, education, VA and SSI benefits, and other resources as needed.
- Support Residents in life skill development to prepare program participants for permanent housing after their lease has ended.
- Develop and maintain current community resource information and serve as customer advocacy for needed services.
- Work with other staff to provide behavioral management for diverse veteran populations, including individuals with chemical dependency and/or mental health barriers.
- Work in partnership with the Veterans Administration for wrap-around case management and resources for veterans onsite.

### **Community Relations and Support:**

- Develop and maintain positive and growthful relationships with clients and partners.
- Facilitate harmonious and appropriate community or group living situations as necessary.
- Coordinate with offsite partners to provide onsite workshops, resource access, and events to improve overall well-being for veterans.
- Attend building meetings for internal case conferencing and support

### **Program Facilities and Spaces Management:**

- Provide access and monitor Community spaces such as the Art room, Computer lab, 501 Rec room, and donation room.
- Work with Community Manager and Building Assistants to support clients who are facing lease violations to come back into alignment with the house rules and regulations.
- Work with the Community Manager and Building Assistants to support residents in maintaining their housing units in safe and healthy condition.
- Assist on-site staff with crisis response and de-escalation of on-site incidents between residents and/or visitors.

**Skill Development and Training:**

- Provide participants with support services to reduce barriers to employment and ensure accurate documentation of support services.
- Teach life and soft skills needed (including but not limited to workplace maturity, time management, communication, conflict resolution, interpersonal relations, job search) in order for one to obtain and maintain employment and advance and/or have access to wage progression opportunities.
- Create safety/intervention plans for residents with known barriers and triggers.

**Documentation and Reporting:**

- Maintain timely, accurate, and up-to-date case notes and referrals.
- Complete monthly and quarterly reports according to deadlines.
- Update and review communication logs daily.

**Compliance and Confidentiality:**

- Understand and adhere to MSC policies around confidentiality and all standards of conduct as described in the MSC Personnel Manual.
- Assist in maintaining client databases for programs: CAP60.
- Coordinate after-hours care conferences (during staff shift), to provide more flexibility in scheduling with tenants who are not available during daytime hours

**Additional Responsibilities** include the following:

- Customer Service – help field questions and concerns from individuals denied services, whether due to lack of funds or ineligibility.
- Maintain an integral relationship with other Housing staff and staff of all other programs and services of the agency, as a whole, and participate actively in all agency events, including regular staff meetings.
- Become familiar with all other MSC services, staff, and activities and be an active part of the MSC Team.
- Travel to MSC offices and program meetings throughout South King County and the city of Seattle.

**Requirements**

- High School Diploma or equivalent
- A bachelor's degree is preferred.
- At least one year of work with veterans and an understanding of veterans' unique needs
- One year of housing support or case management experience is required, or one year of Direct service experience in some or all of the following: veteran's services, crisis intervention, case management, housing, employment, education, children's services, and substance abuse.
- Demonstrated skills in de-escalation and crisis response, as well as the ability to solve problems in high-stress situations.
- Housing First and/or Harm Reduction experience is required.
- Current driver's license, auto insurance, and reliable transportation.

- Employment is contingent upon a clean driving record and providing a Certified Copy of a Complete Driving Record (also known as Driver's Abstract ([www.dol.wa.gov](http://www.dol.wa.gov)) at the time of the job offer.
- Read, write, and understand English. Excellent communication skills with an ability to communicate through an inclusive lens with diverse populations and organizations.
- Conflict resolution and de-escalation skills.
- Excellent customer service approach with the diverse backgrounds and various levels of employment of our community.
- Empathy for low-income, the unhoused, elderly, those with substance abuse, family dysfunction, and/or domestic violence history, as well as others in need
- Ability to work in a self-directed manner and possess excellent organizational skills with an eye for detail
- Assume responsibility/ownership for assigned tasks; remain flexible and adjust to changes to deadlines and assigned tasks; understand that workflow varies in volume-based department projects
- Proficient with basic computer skills, including Word and Excel, and a willingness and ability to learn additional databases.
- Proficiency with Microsoft Office 365, including SharePoint, OneDrive, Outlook email and calendaring, and standard Office applications.
- Firsthand military service experience: understanding the unique needs of our veteran clients is key to successful rapport building and ongoing case management.
- FCS certification is preferred.

### **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.