



MULTI-SERVICE CENTER

TEMPORARY PART-TIME BUILDING ASSISTANT I

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.

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

MSC is currently seeking a temporary part-time Building Assistant I in the William J. Wood (WJW) Veterans House. WJW is an MSC program that 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 **Building Assistant I** provides excellent customer service as well as monitoring and assisting with the safety and security of the building and our tenants, including de-escalation utilizing diversity, equity, and inclusion principles, enforcing building rules, providing resource navigation, and assisting MSC (Multi-Service Center) staff with unit turnovers. Maintain service delivery based on the knowledge of the Housing First model and harm-reduction policies. This position reports to the WJW Community Manager.

Status and Schedule:

- Non-Exempt, Temporary, **part-time. (30 hours per week).**
- Sick time accrue is 1 hour per 40 hours worked
- Schedule: Thursday to Saturday from 5:00 PM-3:30 AM
- 29404 Pacific Hwy S, Federal Way, WA 98003

Wage/Salary Range:

- Salary Grade 10: **MIN \$21.80 MID \$24.81 MAX \$28.52**
- All candidates will be placed in the range affected by many factors, including their overall experience, education, and languages.

Overview of Responsibilities

Safety & Security Monitoring

- Monitor traffic in and out at the front door, workstation, the front lobby, and outside of the facility.
- Do periodic building sweeps as needed, and continuously for all onsite cameras.
- Respond to residents who are in crisis, having medical emergencies, or showing disruptive behavior (including fights, drug dealing, etc.), and leverage law enforcement and emergency services, as necessary.
- Work with other staff to provide behavioral management for diverse populations, including individuals with chemical dependency and/or mental health barriers.

Resident Support & Engagement

- Develop supportive relationships with residents and authorized guests by using motivational interviewing strategies and supplying an informal listening ear for guests experiencing difficulties.
- Provide services, resources, and information to residents.
- Maintain a binder of local resources.
- Field questions and concerns from individuals denied services, whether due to lack of funds or ineligibility

Program Administration & Coordination

- Maintain the calendar for daily and/or monthly activities at William J Wood Veterans House.
- Communicate with other team members throughout the shift to make sure everything is done and everyone is aware of any ongoing issues. This includes completing incident forms as needed, completing the daily log report, and alerting necessary staff of any urgent building and/or tenant needs
- Maintain written and computerized records, including incident tracking, resident tracking form, and daily logs tracking form.

Policy Compliance & Professional Conduct

- Understand and adhere to MSC policies around confidentiality and all standards of conduct as described in the MSC Personnel Manual.
- Maintain an integral relationship with other partners and staff of all other agency programs and services

Additional Responsibilities include the following:

- Travel to MSC offices and program meetings throughout South King County and the city of Seattle.
- Take part actively in all agency events, including regular staff meetings.
- Supply service during evenings or weekends as needed.
- Cleaning as needed in shared areas.
- Additional duties can be assigned according to the program's needs.

Requirements

- High School Diploma or GED (General Education Degree) is required. Post-high school education is preferred.

- One year of direct service experience, especially in crisis intervention, case management, and emergency/traditional housing and substance abuse.
- Understand and communicate information in both written and verbal formats, with excellent phone manners.
- Ability to build trust with vulnerable populations and respond with compassion.
- Comfortable working with diverse populations, including individuals with mental health or substance use challenges.
- Ability to work independently, accurately, and efficiently, with an eye for detail and strong organizational skills.
- Willingness to work flexible shifts, evenings, weekends, and cover a range of duties.
- Understand and uphold confidentiality, boundaries, and ethical standards.
- Creates and executes MSC objectives, meeting MSC commitments and working within the guidelines of MSC, and reflects Multi-Service Center values and philosophy in all business interactions.
- De-escalation and crisis intervention: Experience managing behavioral incidents, crises, and emergencies, and familiarity with law enforcement and emergency protocols.
- Implementation of trauma-informed care principles.
- Understanding basic surveillance technologies and the ability to monitor security cameras and perform building sweeps.
- Motivational Interviewing Techniques
- Resource navigation: Knowledge of local resources and services for low-income, homeless, or veteran populations.
- Proficiency with Microsoft Office 365 experience, including 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.

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.