



MULTI-SERVICE CENTER

## **Resident Services Coordinator 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.

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 **Resident Services Coordinator I (RSC I)** 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 **RSC I** 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 stabilize their lives to ensure housing stability; provides support services such as information and referrals, employment assistance, goal setting, and problem-solving.

The **RSC I** reports to the Economic Opportunity Director until July 31, 2026. Starting on August 1st, 2026 this position will be reporting to the Housing Stability and Property Manager. 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, 8:30 AM to 5:00 PM.
- William J Wood Facility: 29404 Pacific Hwy S, Federal Way, WA 98003

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

- Salary Grade 12: MIN \$26.25 – MID \$29.87 - MAX \$34.34
- All candidates will be placed in the range affected by many factors, including their overall experience, education, and languages beyond the requirements.
- New hires are capped at step 21 that corresponds to \$32.03. The pay rates include the 3.1% COLA increase for the 2026-2027 MSC fiscal year.

### **Overview of Responsibilities: Housing Stability and Support:**

- Utilizing a housing first model, assist customers to maintain stable housing by helping them develop problem-solving and goal-setting skills and plans to stabilize their housing.
- Provide information and referral and advocacy services through ongoing case management, with outreach or meetings at least once a month to each client on your caseload.
- Utilizing Quarterly Housing Stability Plans, assist customers in determining their needs in all areas, including, but not limited to employment, education, housing stability and finance.
- In coordination with Property Management team and Community Manager, coordinate incident response and report to other partners and MSC management around safety emergencies and any concerns regarding resident behaviors or safety in the building.
- Provide Resource Referrals for VA benefits, education and employment programs, financial literacy and other resources that will help residents work towards their individual goals.
- Develop and maintain good relations with customers and other community resource providers.
- Customer Service – help field questions and concerns from individuals denied services whether due to lack of funds or ineligibility.

### **Community Engagement and Partnership:**

- Work with Supervisor on community partnership development, scheduling on-site workshops for tenants, and recruitment of volunteers to support building activities.
- Coordinate harmonious and appropriate group activities to increase community-building.
- Oversee volunteers in building, including front desk volunteers, donation room volunteers and other volunteers on site.
- Work collaboratively with other partners on eviction prevention of tenants by addressing their behaviors and financial aid needs.
- Coordinate customer transportation needs with other staff and partners. Maintain a regular and consistent schedule that balances the needs of the residents with job duties in the building
- Organize special projects such as: Day of Caring; Holiday Gifts; housing furniture needs.
- Attend meetings outside the agency as assigned and represent MSC to further the positive image of MSC in the community.

### **Staff Training and Development:**

- Assist Supervisor with the training and onboarding of new staff by acting as a role model and mentor.
- Identify trainings that will benefit WJW community and share them with Economic Opportunity Director in order to help maintain best practices in the building.

### **Administrative and Record-Keeping:**

- Maintain timely, accurate, and up-to-date customer records and statistics. Complete and collect reports according to deadlines set out in Economic Opportunity Department Data Plan.
- Assist in data entry and maintaining databases such as FamCare and HMIS in alignment with Economic Opportunity Department Data Plan.
- Complete reports as required by city, county, state, federal, and private funders in collaboration with Economic Opportunity Director and Data and Compliance Manager.

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

- Maintain an integral relationship with other 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.
- Provide service during evening hours or weekends as needed, while still maintaining a 40-hour work week.
- Become familiar with all other MSC services, staff and activities and be an active part of the MSC Team.
- Understand and adhere to MSC policies around confidentiality and all standards of conduct as described in the MSC Personnel Manual.
- 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.