



MULTI-SERVICE CENTER

PART-TIME RESIDENT SERVICES 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.

William J Woods 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 and the US Department of Veterans Affairs.

The **Resident Services Specialist I** plays a critical role in fostering a safe, welcoming, and inclusive housing community through supporting resident well-being and housing stability by utilizing Housing First, harm reduction, trauma-informed, culturally responsive and resident-centered approaches. This position builds supportive relationships with residents, responds to crises, promotes community engagement, and supports residents in accessing resources and services.

The **Resident Services Specialist I** monitors building safety and security, provides de-escalation and crisis intervention support, assists with residents' engagement activities, and collaborates with internal staff and external partners to help residents maintain housing stability. This position reports to the Housing Stability and Property Manager.

Status and Schedule:

- Non-Exempt, Regular, **part-time. (20 hours per week).**
- Schedule: Saturdays and Sundays from 5:00 AM to 3:30 PM
- Benefits Eligibility: Employees regularly scheduled to work 20 or more hours per week are eligible for part-time benefits. Employees who consistently work 30 or more hours per week may qualify for full-time benefits in accordance with organizational policies.
- Location: 29404 Pacific Hwy S, Federal Way, WA 98003

Wage/Salary Range:

- Salary Grade 10: **MIN \$22.48 MID \$25.58 MAX \$29.41**
- The ranges shown should be used as an estimate. Placement within the range is determined by the selectee's experience, verified education, and world language proficiency beyond the position requirements.
- New hires will be capped at step 21 that corresponds to \$27.43.

Overview of Responsibilities

Safety & Security Monitoring

- Monitor traffic in and out at the front door, workstation, the front lobby, and outside of the facility including maintaining guest tracking logs.
- Conduct routine building sweeps, and monitor security camera systems throughout each shift.
- Respond to residents' concerns, emergencies, behavioral health crises, conflicts, and disruptive behavior (including fights, drug dealing, etc.) utilizing trauma-informed deescalation techniques and conflict resolution strategies.
- Coordinate with emergency responders, medical personnel, law enforcement, and management when necessary to address safety concerns.
- Support residents experiencing mental health conditions, substance use disorders, or other barriers through engagement, crisis intervention, and connection to appropriate resources.
- Ensure MSC safety policies and protocols are followed and work closely with onsite team and management in response to emergencies.
- Document incidents accurately, objectively, and timely according to agency procedures.

Resident Support & Engagement

- Develop and maintain positive, professional relationships with residents and authorized guests by using trauma-informed strategies and centering MSC values such as respect, compassion, and inclusion to ensure everyone feels welcomed and supported.
- In collaboration with Housing Case Managers, will provide information, referrals, and resource navigation to residents regarding community services, healthcare, benefits, employment, transportation, food assistance, and other supports.
- Collaborate with WJW team on a list of local resources and update resource information regularly.
- Respond to resident questions and concerns and connect them to the appropriate internal staff, King County Housing Authority, Veterans Affairs, and/or community partners.

- Create and distribute resident communications, newsletter, flyers, and informational materials on a regular basis at the direction of their supervisor.
- Provide resident supportive services during shift including meeting with residents in common areas and their offices for social engagement (i.e. board games, puzzles, social time) to ensure residents feel supported and connected.
- Assist with resident orientations, move-ins, and community integration efforts.
- Assist with scheduling on Housing Case Managers' calendars for further support as needed.

Program Administration & Coordination

- Support the planning, coordination and implementation of resident engagement events, workshops, educational activities and community gatherings in collaboration with the Housing Stability and Property Manager.
- Communicate with other team members via Teams Chat, email, and/or phone, as needed, throughout the shift to ensure effective communication and collaboration including alerting necessary staff of any urgent building and/or tenant needs
- Complete incident report forms, send a copy to the team, and save electronically in the shared team folder.
- Update daily logs and resident contact tracker daily to ensure safety and security of building and maintain communication with the onsite team.
- Support tracking of volunteer hours in collaboration with their supervisor.
- Support the donation room activities in collaboration with their supervisor.
- 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
- Participate in ongoing professional development related to trauma-informed care, Housing First, harm reduction, cultural humility, and supportive housing best practices.

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.
- Support evenings or weekend activities, as needed, with supervisor approval.
- Helping to maintain building cleanliness as needed in common 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.
- At least one year of experience working with individuals in supportive housing, experience in crisis intervention, deescalation, veteran services, social services, mental or behavioral health services, and/or substance abuse.

REQUIRED COMPETENCIES:

- Demonstrates respect and empathy for individuals from diverse racial, ethnic, cultural, linguistic, gender identity, sexual orientation, disability, military service, and socioeconomic backgrounds.
- Strong verbal and written communication skills.
- Ability to establish trust and rapport with residents, community partners, and coworkers.
- 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 MSC values and philosophy in all business interactions.

TECHNICAL SKILLS:

- De-escalation and crisis intervention: Experience managing behavioral incidents, crises, and emergencies, and familiarity with law enforcement and emergency protocols.
- Knowledge of or ability to learn and implement Housing First and harm reduction practices.
- Implementation of trauma-informed care principles.
- Understanding basic surveillance technologies and the ability to monitor security cameras and perform building sweeps.
- 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.
- Ability to learn and utilize agency databases and electronic documentation systems.

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.