



Housing Case Manager II – Property Management

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.

The Housing Case Manager II - Property Manager is a hybrid role that combines housing-focused case management, program operations, and property oversight in a low-barrier, rights-based recovery housing model. This position supports residents living onsite at a recovery facility, as well as residents in four low-income housing units at Titusville East Side and six set-aside units at Villa Capri, and/or six units in Burien Veterans House.

This role also supports day-to-day property operations and compliance, including coordination with the King County Housing Authority (KCHA), move-in and recertification processes, inspections, rent collection, maintenance coordination, and landlord-tenant compliance under Washington State RCW 59.18 Residential Landlord-Tenant Act.

The ideal candidate brings strong relationship-building skills, sound judgment, and the ability to balance supportive services with operational responsibilities in a fast-paced supportive housing environment.

Status, Schedule, Location:

- Employment Status: Non-Exempt, full-time. (Review grade and hours below)
- Work Schedule: Monday through Friday, generally between 8:30 a.m. and 5:00 p.m.

- Work Location: TITUSVILLE at 205 ½ 1st Ave S, WA 98032, KENT OFFICE at 24437 RUSSELL ROAD SUITE 200, KENT 98032; AND OTHER MSC LOCATIONS.

Wage/Salary Range:

- Salary Grade 16: MIN \$34.87 (1,810 hours per year or 34.08 per week) – MID \$39.69 (1,590 hours per year or 30.58 per week. MAX \$44.95 (1,383 hours per year or 26.61 per week)
- All candidates will be placed in the range affected by many factors, including their overall experience, education, and languages beyond the requirements. New hires will be capped at 21 step \$42.55 (1,483 hours per year or 28.53) if their step placement lands in the highest range.

Overview of Responsibilities:

Case Management & Resident Support:

- Work as a case manager for up to 20 - 30 units onsite on average, supporting resource navigation, Housing Stability Plan Goals and outcomes, and responding to emergent needs for one or more properties.
- Maintain a regular onsite presence at Titusville Station following specific programmatic procedures (minimum 60% onsite) to support resident engagement and drop-in needs.
- Conduct intake, screening, ongoing assessment, and consistent check-ins for residents in recovery.
- Complete quarterly Housing Stability Assessments to assess goals, strengths, barriers and develop a collaborative plan with residents to ensure they are growing towards their definitions of autonomy.
- Develop individualized housing stability and recovery plans using trauma-informed, harm reduction, and Housing First approaches.
- Support residents with resource navigation, benefits access, employment and education goals, financial stability, and problem-solving.
- Assist residents with housing applications, documentation, referrals, and connections to behavioral health, medical, legal, and community-based services.
- Provide coaching and support to help residents maintain safe, healthy, and stable living environments.
- Support residents in understanding and managing financial responsibilities, including rent or program fee obligations, through budgeting support, reminders, and referrals to financial counseling services.
- Coordinate with internal staff to address payment concerns using supportive and non-punitive practices.
- Respond to emergent resident needs and crisis situations using de-escalation and trauma-informed intervention techniques.
- Provide transportation assistance for residents when necessary and appropriate.
- Plan, coordinate, and facilitate resident engagement activities, onsite events, and community-building opportunities.

Property Management:

- Coordinate routine and move-in/move-out inspections; conduct initial KCHA inspections. This might include, but is not limited to, screening client referrals, lease and move-in packet signing, rent collection, recertifications, move-outs, and maintenance coordination.
- Act as KCHA liaison to ensure that KCHA applications, recertifications, and other relevant paperwork are completed in a timely and accurate manner. This may include, but is not limited to, managing paperwork, initial and routine inspections, and inter-agency communications.
- Receive referrals from partners and screen referrals to determine eligibility in collaboration with Data and Compliance Manager.
- Collect rent or program fees regularly and maintain accurate payment documentation.
- Complete all required move-in, recertification, and exit paperwork, and document accordingly in required databases and systems.
- Enter maintenance requests into LIMBLE with accurate coding, and maintain accurate payment documentation.
- Coordinate with the Facilities Manager regarding unit repairs, maintenance needs, safety concerns, and housing standards compliance.
- Support residents in maintaining housing compliance while preserving resident dignity and housing stability whenever possible.
- Assist with housing court communications, lease enforcement processes, and eviction filings as needed in accordance with RCW 59.18.
- Administer and document urinalysis testing (UA) in accordance with program and community safety requirements.
- Support occupancy goals through equitable, low-barrier outreach and resident engagement practices.

Data Management and Documentation:

- Maintain timely, accurate, and detailed case documentation in FamCare, HMIS, and other required databases.
- Complete required program documentation, reports, and statistical tracking within established timelines.
- Ensure compliance with agency, funder, Medicaid/FCS, KCHA, and housing documentation requirements.
- Maintain confidentiality and professional documentation standards in all records and communications.

FCS Services and billing:

- Obtain and maintain certification to provide Foundational Community Supports (FCS) services.
- Assess resident eligibility for FCS employment and housing support services.
- Deliver and document FCS services in compliance with Medicaid billing and documentation requirements.

- Maintain accurate and timely records to support successful billing and program compliance.

Representation and External Engagement:

- Represent the Program and other MSC agency services at external meetings to further the positive image of MSC in the community.
- Build and maintain an integral and positive relationship with residents, staff, service providers, landlords, and community partners.
- Conduct outreach through onsite engagement, phone calls, home visits, and other communication methods to support resident participation and retention in services.
- Participate actively in staff meetings, trainings, agency initiatives, and cross-department collaboration.
- Become knowledgeable about agency-wide programs, services, and referral resources.

Additional Responsibilities include the following:

- 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.
- Work on occasional evenings or weekends as required.
- Other duties might be assigned according to the program's needs.

Requirements

- A bachelor's degree in Social Work, Human Services, Psychology, Sociology, Counseling, or a related field is required.
- Equivalent combinations of education and experience will be considered in addition to the related experience in the next paragraph:
 - Associate degree plus two additional years of relevant experience, or
 - Four additional years of directly related experience with a high school diploma or equivalent.

Related experience:

- Minimum of four (4) years of experience in case management, supportive housing, behavioral health, recovery services, or related human services settings.
- Experience working with individuals experiencing substance use disorders, housing instability, behavioral health concerns, or complex barriers to housing.
- Knowledge of Housing First, harm reduction, trauma-informed care, and recovery-oriented practices.
- Experience with crisis intervention, de-escalation, and conflict resolution.
- Experience using HMIS, FamCare, or comparable case management databases.
- Familiarity with affordable housing systems, community resources, and referral networks.

Preferred experience:

- Experience with Foundational Community Supports FCS or Medicaid-billable services
- Experience in supportive housing or residential property operations, including inspections, rent collection, move-ins/move-outs, and maintenance coordination.
- Property Management experience.
- Knowledge of landlord-tenant regulations and affordable housing compliance practices.

REQUIRED COMPETENCIES:

Relationship Building & Engagement

- Builds trust and rapport with residents from diverse backgrounds and lived experiences.
- Engages residents proactively and consistently, including individuals who may be reluctant or disengaged.
- Maintains healthy professional boundaries while providing compassionate support.

Professional Boundaries & Role Clarity

- Responds calmly and effectively during crises or emotionally charged situations.
- Uses trauma-informed communication and conflict resolution skills.
- Supports residents through relapse, housing instability, and other challenges without escalating conflict.

Emotional Intelligence

- Reads emotional cues and responds calmly under stress
- Manages conflict without escalating situations

Critical Thinking & Judgment

- Assesses risk, prioritizes needs, and makes sound independent decisions.
- Balances resident-centered support with safety, compliance, and operational requirements.
- Recognizes when situations require escalation or additional support.

Cultural Humility & Equity-Centered Practice

- Works effectively across cultures, identities, and lived experiences
- Recognizes systemic barriers affecting housing and recovery
- Adapts communication and services to individual needs
- Strong understanding of anti-racism, socio-economic and social justice issues and frameworks, and a trauma-informed approach to work.

Communication & Collaboration

- Communicates professionally and effectively with residents, staff, landlords, and external partners.
- Maintains objective, accurate, and timely documentation.

- Works collaboratively across teams and contributes positively to organizational culture.
- Assume ownership for assigned tasks; remain flexible and adjust to changes to deadlines and assigned tasks; understand that workflow varies in volume-based department projects

TECHNICAL SKILLS:

- Proficient with basic computer skills, including Excel, and willingness and ability to learn additional databases.
- Proficiency with Microsoft Office 365, including SharePoint, OneDrive, Outlook email and calendaring, and standard Office applications.
- Databases like HMIS, FamCare, CAP 360 are highly desirable.
- De-escalation skills and ability to resolve conflicts.
- Knowledge of harm reduction and trauma-informed care.

Join our mission!

To apply, please send your resume, MSC application, and cover letter to 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.