



## **Housing Support Specialist 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.**

MSC is currently seeking a full-time Housing Support Specialist I at William J Wood Multi-Service Center our Housing Support Specialist I (HSS) provides resident-centered, housing-focused case management and supportive services to veterans and their families living at William J. Wood Veterans House (WJW). Using Housing First, harm reduction, trauma-informed, strengths-based, and person-centered approaches, the HSS partners with residents to identify strengths, needs, barriers, and goals that support long-term housing stability, well-being, and increased independence.

The HSS maintains an assigned caseload and provides proactive, accessible, and consistent support through assessment, individualized housing stability planning, resource navigation, advocacy, care coordination, skill development, crisis support, and ongoing follow-up. The HSS works collaboratively with VA/VASH providers, Property Management, Resident Services, Maintenance, community partners, and other service providers to address barriers that may affect housing stability.

The HSS supports residents in successfully maintaining their tenancy by helping identify and address barriers related to lease compliance, unit conditions, inspections, recertifications, benefits, income, transportation, health and behavioral health needs, employment, education, and other resident-identified goals. Support is provided in a manner that promotes resident choice, problem-solving, self-advocacy, skill development, and increasing independence while respecting the voluntary nature of supportive services.

This position requires regular onsite presence, meaningful accessibility to residents, timely documentation, effective team communication, professional sound judgment, and flexibility in providing services during hours when residents are available, including assigned evening and weekend hours.

The **Housing Support Specialist** reports to the Housing Stability/Property Manager for WJW. This is an onsite role and may travel locally to other MSC locations as well.

### **Status and Schedule:**

- Non-Exempt
- Sunday, Monday, Tuesday, Saturday 9:00 AM to 7:30 PM.
- JWJ 29404 Pacific Hwy S, Federal Way, WA 98003

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

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

### **Overview of Responsibilities**

**Essential Duties and Responsibilities** include the following. Other duties, responsibilities, and activities may change or be assigned at any time with or without notice. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

#### **Housing Stability & Individualized Case Management**

- Maintain an assigned caseload and provide consistent, proactive case management based on each resident's assessed strengths, needs, goals, risks, preferences, and level of support required to maintain housing stability.
- Provide intake, assessment and support for new move-ins including assessment of needs, goals, and a welcome orientation to support their integration into the community. Collaborate with property management team to support potential new residents.
- Partner with residents to develop, implement, and regularly review individualized Housing Stability Plans that identify resident-driven goals, barriers, action steps, responsibilities, resources, and follow-up needs.
- Conduct appropriate assessment and ongoing reassessment to identify changes in resident needs, circumstances, risks, strengths, and progress toward established goals.
- Provide information, referrals, advocacy, coaching, skill development, resource navigation, and warm connections to appropriate services. Follow up to determine whether connections were successful and whether additional intervention is needed.
- Promote resident choice, problem-solving, self-advocacy, and increasing independence. Whenever appropriate, assist residents in learning how to access and navigate resources rather than routinely completing tasks on their behalf.
- Assist residents with needs related to benefits, income, employment, education, healthcare, behavioral health, transportation, community resources, daily living skills, and other resident-identified goals affecting housing stability.
- Support residents in developing the ability to independently navigate transportation resources. Direct staff transportation may be provided when

appropriate and consistent with resident needs, staff availability, program priorities, and established procedures.

- Prioritize case-management activities based on urgency, safety, housing-stability risk, resident need, caseload responsibilities, and overall program priorities.

### **Housing Retention & Tenancy Support**

- Identify and address barriers that may jeopardize housing stability, including lease violations, rent or recertification concerns, unit conditions, inspection deficiencies, maintenance access, pest-treatment preparation, behavioral concerns, and other tenancy-related issues.
- Collaborate with Property Management, Maintenance, VA/VASH, and other appropriate partners to develop coordinated interventions that support successful tenancy while maintaining clear distinctions between property-management enforcement and supportive-services responsibilities.
- Support residents in preparing for inspections, maintenance activities, pest treatments, recertifications, and other property-related requirements when individual barriers affect successful completion.
- Follow up on agreed-upon action steps and coordinate appropriately with Property Management or Maintenance regarding readiness, progress, or unresolved barriers.
- Respect a resident's right to decline voluntary supportive services while documenting appropriate outreach and communicating unresolved housing stability or safety concerns consistent with confidentiality requirements.
- Provide participants with support services to reduce barriers to employment and ensure accurate documentation of support services including supporting in-kind donations to support residents.

### **Care Coordination & Community Partnerships**

- Establish and maintain effective working relationships with VA/VASH, KCHA, healthcare and behavioral-health providers, benefit systems, transportation providers, employment and education resources, community organizations, and other partners supporting resident housing stability.
- Participate consistently in required WJW team meetings, case conferences, interdisciplinary meetings, and partner meetings. Come prepared to provide relevant updates, identify barriers, coordinate next steps, and follow through on assigned actions.
- Coordinate services across systems while maintaining clear professional roles and helping residents increasingly understand, communicate with, and navigate those systems themselves.
- Identify significant changes in resident functioning, behavior, health, support needs, or living circumstances that may affect housing stability and coordinate appropriate additional assessment or services.

### **Crisis Response, Safety & Professional Boundaries**

- Utilize trauma-informed, person-centered, Housing First, harm-reduction, crisis-intervention, and de-escalation approaches in addition to following MSC policies and WJW protocols.
- Contact emergency services when a medical or safety emergency exists and promptly communicate significant crises or safety concerns through established supervisory and program channels.
- Prioritize personnel, resident, staff, and community safety and follow established emergency-response and escalation procedures.
- Develop or participate in individualized safety, crisis, or intervention planning when indicated and appropriate to the HSS role.

- Maintain appropriate professional boundaries and distinguish supportive-housing case management from medical care, personal caregiving, home-care services, financial management, transportation services, and other functions outside the HSS role.

### **Documentation, Communication & Accountability**

- Maintain accurate, timely, objective, and complete case-management documentation as required by MSC, WJW, program, and funder systems and databases.
- Maintain organized resident records and document assessments, plans, contacts, outreach, referrals, interventions, coordination, significant concerns, housing-stability activities, and outcomes as applicable.
- Complete assigned follow-up tasks within established timeframes and communicate promptly when barriers or competing priorities may prevent completion.
- 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.
- Collect and report required program information accurately and timely to support reporting, monitoring, evaluation, and audits.
- Participate in file review, monitoring, audit preparation, quality assurance, corrective-action activities, and continuous program improvement as applicable.

### **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:

- 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.
- Take part actively in all agency events, including regular staff meetings.
- Complete and maintain required MSC/WJW training and participate in ongoing professional development relevant to assigned responsibilities.
- Support evenings or weekend activities, as needed, with supervisor approval.
- Additional duties can be assigned according to the program's needs.

## **Requirements**

*The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.*

### **EDUCATION:**

- High School diploma or equivalent required.
- A bachelor's degree is preferred.

### **RELATED EXPERIENCE:**

- Minimum of three years of relevant experience in housing support, case management, veteran services, crisis services, behavioral health, employment/education services, or other related direct-service settings.
- Experience working with veterans and/or knowledge of veteran-serving systems preferred.

#### **CERTIFICATES, LICENSES, OR REGISTRATIONS:**

- 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.

#### **REQUIRED COMPETENCIES:**

- Read, write, understand English. Excellent communication skills with an ability to communicate through an inclusionary lens with diverse populations and organizations.
- Empathy for veterans, 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.
- Demonstrated skills in de-escalation, conflict resolution and crisis response, as well as the ability to problem solve in high stress situations.
- Knowledge of or ability to apply Housing First, harm reduction, trauma-informed, person-centered, and strengths-based approaches.
- Ability to engage residents, assess needs and barriers, develop achievable action steps, coordinate services, conduct effective follow-up, and maintain professional boundaries.
- Strong organization, caseload management, time management, documentation, communication, and follow-through skills.
- Ability to work independently and collaboratively within an interdisciplinary environment.

#### **TECHNICAL SKILLS:**

- Proficiency with Microsoft Office 365, including SharePoint, OneDrive, Outlook email and calendaring, databases and standard Office applications.

#### **PREFERRED QUALIFICATIONS:**

- Firsthand military service experience: understanding the unique needs of our veteran clients is key to successful rapport building and ongoing case management.

#### **PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this Job, the employee is regularly required to lift and/or move up to 25 pounds. The employee is regularly required to stand and sit for long periods of time; walk; use hands to finger, handle, or feel; balance; bend and reach with hands and arms; use feet to operate foot pedal operation; and talk or hear. Occasionally required to stoop, kneel, squat, crouch, or crawl. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus.

## **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 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.