



Resident Services Specialist I- WJW

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 FT Resident Services Specialist I at 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.

The Resident Services 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 Regular Full Time (31 Hours)
- Thursday, Friday, Saturday 5:00 PM to 3:30 AM (Tuesdays 2:00 PM to 3:00 PM Virtual Meeting with the WJW team).
- JWJ 29404 Pacific Hwy S, Federal Way, WA 98003

Wage/Salary Range:

- Salary Grade 10: MIN \$22.48 MID \$24.59 MAX \$27.43
- 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

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.

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 utilizing trauma-informed deescalation techniques and conflict resolution strategies.
- Coordinate with emergency responders, medical personnel, law enforcement, and management when necessary to address health and 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 including incident reports and tracking logs.

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 the 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

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. Post-high school education is preferred.

RELATED EXPERIENCE:

- 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.

PREFERRED CERTIFICATES, LICENSES, OR REGISTRATIONS:

- Mental Health First Aid.
- CPR and First Aid Certification.
- Nonviolent Crisis Intervention (CPI) or similar de-escalation training.
- Trauma-Informed Care training.

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.

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.

- Ability to lift up to 40 lbs. Without assistance, some lifting above the waist or over the head.
- Highly mobile position involving driving, walking, standing, and sitting.

- Stretching/reaching, hand /finger dexterity, stooping (bend at waist) frequently, pushing, pulling, twisting.
- Mobility and ability to sit in front of a computer screen for extended periods.

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.