



**Imagine Housing**  
building eastside communities

**Resident Support Specialist at Andrew's Glen**  
**Job Description**  
**2014**

Imagine Housing is the primary developer of permanent affordable rental housing in East King County, Washington. We also are a leader in designing and providing client-centered, strengths-based supportive services ranging from after-school programs for kids to case management and trainings for adults at our properties. By developing permanent affordable rental housing and providing supportive services, Imagine Housing empowers individuals and families, supports diversity and strengthens communities on the Eastside. We make it possible for veterans, seniors, survivors of domestic violence, young adults aging out of foster care, and low-income working families to live in and thrive on the Eastside.

Imagine Housing has an excellent reputation on the Eastside and in the Puget Sound region for our commitment to increasing the availability of affordable housing and for our leadership in affordable housing advocacy and in shaping public policy. Over 25 years in the community, we have built or acquired 12 properties in five Eastside cities, serving more than 1,050 low-income individuals with 427 million and \$75 million in assets. Our revenue comes from a healthy blend of rent, developer fees and philanthropic contributions from individuals, corporations and foundations.

**Andrew's Glen**

Andrew's Glen is a forty apartment community in the Factoria neighborhood of Bellevue. Twenty of the apartments are transitional housing (up to two years) for homeless veterans and are supported by the U.S Department of Veterans Affairs Grant and Per Diem Program. Ten of the apartments are permanent supportive housing for individuals and families transitioning out of homelessness. The remaining ten apartments are permanent subsidized housing for low-income families through the Section 8 program.

As part of a three-person case management team, the Resident Support Specialist will assist residents in achieving short and long term goals, refer residents to other resources in the community as appropriate, and measure residents' outcomes. The Resident Support Specialist will provide enriching classes for adults, community building activities, and youth programming. The Resident Support Specialist will provide support to residents in securing and maintaining employment. The Resident Support Specialist will act under the supervision of Andrew's Glen's Resident Support Supervisor.

Position: Imagine Housing is hiring for a part-time (20 hours per week) Resident Support Specialist. The Resident Support Specialist will develop and implement programs that serve children and adults living at the Imagine Housing Community, Andrew's Glen. The two main areas that the Resident Support Specialist will coordinate are the following:

- 1) **Adult Programming:** The Resident Support Specialist will assist in supporting our residents in leading stable and healthy lives. This includes referrals to resources for rental assistance, health coverage, mental healthcare, dental health options, and utility assistance. The Resident Support Specialist will provide trainings (or invite outside providers to) on a variety of topics including emergency preparedness, healthy cooking, healthy relationships, and financial stability.
- 2) **Case Management:** The Resident Support Specialist will provide comprehensive case management for residents exiting homelessness, develop goal plans, coordinate care with other service providers, assist residents in achieving short and long term goals, refer residents to other resources in the community as appropriate, and measure residents' outcomes.



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## Key Responsibilities

### Community Building and Educational Opportunities

- Facilitate and coordinate supportive activities for residents with other program staff and partnering service providers including: employment assistance activities, such as job readiness training, resume preparation, interview practice, attending job fairs and networking with perspective employers; budgeting and money management training; health and wellness education, etc.

### Case Management

- Provide supportive case management and crisis management for residents at Andrew's Glen;
- Complete intakes, assessments, service plans, monitoring, linkage to appropriate community resources, follow up, appropriate discharge, and tracking; and
- Keep track of updated information regarding tenant occupancy, move outs, and vacancies.

### Resource Referrals

- Reach out to individuals and families to make them aware of what services are available;
- Establish and maintain collaborative working relationships with service providers in the community to which residents can be referred;
- Help residents complete applications for public benefits, as appropriate; and
- Maintain thorough and complete records of residents' participation in supportive services and progress.

### Reporting

- Track and record data on residents' participation in supportive services, progress on their service plans and goals, and impact of supportive services on residents;
- Participate in annual evaluation of the supportive services program and implement needed improvements;
- Provide needed documentation for reports to program funders on a timely manner basis; and
- Complete needed tracking and reporting for HMIS and VA reporting.

### Other Responsibilities

- Attend weekly team meetings with the Andrew's Glen Supportive Services Team;
- Attend Supportive Services department meetings quarterly;
- Supervise volunteers to offer activities and prepare community activities, as necessary;
- Assist in identifying trainings needed to be effective as a Resident Support Specialist;
- Must be able to work a flexible schedule; and
- Perform other assigned duties in a timely and efficient matter.

### Knowledge, Skills and Abilities Required

- Ability to work effectively with veterans, children, individuals, and families of diverse backgrounds and disabilities including physical, mental, substance abuse, and HIV/AIDS;
- Outstanding organizational, verbal and written communication skills;
- Ability to perform daily duties to achieve desired outcomes and performance measures with minimal supervision;
- Knowledge of family and child resources and services in King County for homeless families, particularly families in recovery from drug and alcohol addiction;
- Ability to set and maintain boundaries with clients in a professional manner;
- Ability to communicate and work effectively with staff and clients from a variety of economic, cultural and ethnic backgrounds, with varying physical and mental abilities, and with diverse sexual orientations and



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gender identifies

- Ability to work independently and as part of a team;
- Ability to make good decisions in crisis situations; and
- Strong time management and organizational skills and competency in use of personal computer, especially for word processing and generation of statistical information.

Minimum Requirements

- AA or BA degree in social work, human services or related field;
- Experience in a case management or human services setting;
- Experience working with veterans, the Bureau of Veterans Affairs, or other veterans organizations preferred;
- Experience providing supportive services to individuals who have experienced trauma;
- Experience providing support in securing and maintaining employment;
- Experience leading and/or organizing adult classes and programming
- Experience working with people experiencing mental health issues, chemical health issues and homelessness; and
- Ability and willingness to work a flexible schedule.

Work Schedule

The Resident Support Specialist position is a part-time hourly (non-exempt -- 20 hours per week) position. This position works Wednesday through Saturday. The work day will be between the hours of 2 pm and 7:30 pm plus 12 pm and 5:30 pm on Saturdays, with times adjusted accordingly for programming, trainings, and meetings.

Pay and Benefits

Hourly rate will be based on experience. This position will be part-time with no benefits.

Imagine Housing is an Equal Employment Opportunity Employer.

**To Apply:**

We will be accepting resumes until the position is filled. Email a resume and cover letter with your salary requirements and description of specifically why you are an ideal candidate. Send your resume and cover letter to [mollys@imaginehousing.org](mailto:mollys@imaginehousing.org)