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Resident Services Manager

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Description

Compensation: \$65,500-\$75,000

Benefits: Medical, dental and vision insurance is free for employee only coverage!!

Everyone has the right to a quality, affordable home. At Community Roots Housing, this truth drives our work. By embracing community-led development and engaging in deep-rooted partnerships, we're fostering vibrant, equitable communities where everyone has access to safe, affordable and welcoming homes. Today, with nearly 50 apartment buildings – over 2,000 residents -- we continue our commitment to build community with and for people. We are a top performing, high-capacity not-for-profit corporation with an innovative portfolio throughout the Seattle area. Our buildings have won numerous awards from HUD, Urban Land Institute, Affordable Housing Finance Magazine, Future wise and other community development awards.

We are intentional in our hiring processes, seeing it as a chance to interrupt the cycle of racial and economic injustice that limits communities from accessing employment, building skills and investing in their own leadership development. We prioritize applicants who have firsthand experience in navigating the many systems that our residents face which impede their opportunities for success, as majority low-income, LGBTQ, and people of color.

Job Summary

The Resident Services Manager (RSM) is responsible for managing the day-to-day activities of the Resident Services team, including direct supervision of Resident Services Coordinators (RSC). The RSM is responsible for program development, ensuring compliance with grants and funders, measuring and reporting impact, and managing department resources. The RSM reports to the Director of Property Management and provides all CRH properties with housing stability support.

Requirements

KEY RESPONSIBILITIES

- Develop and manage processes to support collaboration between PM and RS staff. Lead trainings to support staff collaboration.
- Work with residents, PM and RS staff, and appropriate partners to problem-solve resident-related issues. Support staff in appropriately handling challenging resident issues. Ensure a Trauma-Informed Care approach is utilized in housing stability support. As needed, work with individual residents to develop long-term sustainable solutions that promote housing stability.
- Stay current on trends, trainings, and implement best practices in resident services.
- Implement, evaluate, and enhance program service model.
- Create and maintain narrative and data reports for internal and external audiences.
- Collaborate with Community Roots Housing Foundation to identify, cultivate, and manage grant and funding opportunities.
- Hire, train, support and evaluate staff and lead periodic team trainings and meetings.
- Assist in identifying and leading trainings needed to support staff.
- Perform other duties as assigned in a timely and efficient matter.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

- Proven experience effectively leading a team.
- Ability to communicate and work effectively with staff and residents from a variety of economic, cultural and ethnic backgrounds, with varying physical and mental abilities, with diverse sexual orientations and gender identities as well as physical and mental disabilities, substance abuse issues and complications of HIV/AIDS
- Outstanding organizational, verbal and written communication skills.
- Ability to perform daily duties to achieve desired outcomes and performance measures with minimal supervision.
- Ability to set and maintain boundaries with clients in a professional manner.
- 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

- Education or experience in social work, human services, or related field.
- Experience with program development is required.
- Experience managing a team and developing staff is preferred.
- Experience in a case management or human services setting, providing supportive services to individuals who have experienced trauma, and working with people experiencing mental health issues, chemical health issues and homelessness.
- Ability and willingness to work a flexible schedule.

Community Roots Housing is an Equal Opportunity Employer. Candidates of color, LGBTQ candidates, women, candidates with disabilities and candidates of all religions and national origins are strongly encouraged to apply. Community Roots Housing is a “Ban the Box” employer. However, per Federal Department of Housing and Urban Development requirements, any candidate selected for this position must undergo a criminal history background check prior to employment.

Salary Description

\$65,500.00-\$75,000.00

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