

We offer competitive salary, great benefits, and work that matters to our community.

The Organization

Seattle Housing Authority (SHA) is a growing, innovative, and mission-driven Agency based in Lower Queen Anne, Seattle. We are committed to advancing housing equity throughout the city, and creating a supportive, inclusive workplace for the 650+ employees who propel SHA's mission forward every day. Through our work, we expand housing opportunities for all, cultivate strong communities, and improve quality of life for our citizens and neighbors. We are best known for centering care and respect in our relationships with clients and leading with a deep commitment to race and social justice equity.

SHA's passionate and talented workforce has elevated the organization into a nationally recognized leader in housing and development. We believe in a workplace where "everyone" means "everyone," and creating an environment where employees can do their best work is the right thing to do. SHA fosters an inclusive culture where employees are celebrated for being exactly who they are and valued for their unique perspectives shaped by their lived experiences. SHA employees enjoy competitive pay and holistic benefits, flexible and alternative work arrangements, robust learning and development opportunities, career development, employee assistance program, and several affinity groups to help staff feel connected to themselves and their peers.

Every now and then self-assurance holds us back from chasing opportunities. Studies have shown that women and people of color are less likely to apply for their dream job if they don't meet every qualification. At Seattle Housing Authority, we are dedicated to building a diverse, inclusive, and authentic workplace that celebrates your identity and the background you bring with you. We don't believe there's only one 'perfect' candidate and encourage you to apply even if you don't meet every qualification. You may just be the candidate we're looking for!

The position:

Our **Housing Choice Voucher** department is seeking to fill a **Housing Counselor** position.

The **Housing Counselor** will under general supervision, work flexibly across teams to provide high quality customer service to applicants for SHA housing programs. Provide leadership and assist in program development in the following areas: marketing of SHA public housing and Section 8 programs, intake and application processing, file referral, and Section 8 voucher issuance. Lead program initiatives: coach and mentor Housing Specialists and other team members to accomplish team goals. Counsel and advise applicants on their best housing options with SHA and elsewhere. Troubleshoot complex application problems and expedite urgent cases consistent with SHA policies and applicable regulations. Accept temporary or regular reassignment to other Housing Counseling positions based on SHA program goals and needs. Assist with program needs as assigned.

The **Housing Choice Voucher** will be paid, \$33.09 - \$42.66/hour **D.O.E, Knowledge, Abilities.**

This project position has an expected end date of December 31, 2023.

The ideal candidate has:

- **Proof of vaccination on first day of employment.** Please read our [vaccination policy](#).
- Two years of experience public service, social services, human services, housing programs, or related field.
- Bachelor's degree in human services, Social Services, Social Work, or related fields.

- May substitute an additional four years of relevant work experience for the required degree.
- Valid Washington driver's license with insurable driving record

What will you be doing?

- Case management of challenging customers. Assess customers' housing needs, counsel, and develop housing plans, provide case management through the application process to those who need special assistance accessing SHA and other community housing resources.
- Information and referral for community resources. Serve as primary resource to Housing Choice Voucher customers on SHA and housing resources in the community, which include a continuum of housing resources from emergency shelters to homeownership programs; Identify, coordinate, conduct and/or evaluate training for Housing Choice Voucher staff, regarding non-SHA housing resources. Develop systems for evaluation and updating information about community resources, to ensure accuracy of information and referrals. Produce and update an accurate list and description of external housing resource information.
- SHA Program Information development. Analyze information needs of SHA applicants and of private market housing providers; assist in developing and maintaining print, audio-visual and web-based information materials to market SHA housing resources, including information on housing types and neighborhood location and amenities, the application process, and SHA housing policies. Assist in the development and maintenance of Power Point presentations, flyers, handbooks, and an information kiosk in the front area, to maximize customers' unassisted access to information.
- Liaison with community resources. Develop and maintain relationships with case management and other service providers in community; track down and resolve application problems of mutual customers on request by agency staff as liaison between SHA and external organizations to ensure and foster positive relationships.
- Program Development and Special Projects. Take leadership role in identifying barriers to access for people with disabilities, immigrants, and other SHA customers; propose program and policy modifications to address barriers. Lead pilot projects to streamline SHA processes and improve customer service. Undertake special program initiatives to accomplish specific agency goals.
- Participate in the development and implementation of goals, work plans, performance measures, and continuous improvement of service delivery to assist in attaining the unit/program/department initiatives and goals, agency core strategies, and mission through a spirit of service, teamwork, and respect. Work respectfully and courteously with other employees, residents, and the public. Follow direction, and work well under pressure.
- Attend all required training and safety meetings; use, maintain and replace assigned personal protective equipment; report all injuries and illnesses to supervisor immediately; complete and submit incident/accident reports as required; report hazardous conditions or unsafe work practices to supervisor; and follow all safety and health guidelines, practices, policies, and procedures.
- Specific program assignments: In addition to the general responsibilities outlined above, Housing Counselors will undertake the specific responsibilities and other related duties, not limited to but including assisting the Housing Quality Services team when needed.
- Perform related duties as assigned.

For additional information on the job, please see the [full posting](#).

For information on our hiring practices, see our [diversity policy](#) and [equity policy](#).

To apply click [here](#)