



Director of Resident Services



The Opportunity

King County Housing Authority, the largest affordable housing provider in the Pacific Northwest, is seeking our next leader for the Director of Resident Services.

The achievement of KCHA's mission is directly related to our ability to hire and retain a skilled, high-performing and diverse workforce that is equipped to carry out that mission. The successful candidate will be a demonstrated leader with extensive and broad-based knowledge developing and implementing programs and services to meet KCHA resident needs and will be responsible for implementing recommendations from the department's 5-year strategic plan.

About King County

Located on Puget Sound in Washington State, and covering 2,134 square miles, King County has a population of just over 2.25 million people and ranks as the 13th most populous county in the nation. The County is an increasingly diverse and dynamic community with a global flavor, a growing economy and an environment where people and businesses can thrive. The County includes 39 cities and has emerged as an international travel destination, with over 100 languages spoken in the region and 30 million visitors annually. Home to the University of Washington, Amazon, Microsoft, the Seattle Seahawks and Boeing, this is an area that appeals to dynamic and progressive thinking companies and individuals. Its moderate climate encourages a wealth of year-round outdoor activities and its world-class symphony, opera and regional theaters contribute to a vibrant cultural scene.

The King County Housing Authority

The King County Housing Authority serves all of King County outside of the cities of Seattle and Renton, including 37 suburban jurisdictions and unincorporated areas of the County. KCHA is a national leader in providing innovative and effective solutions for regional housing challenges. Its vision is that all residents of King County have quality, affordable housing.

The goals of the Housing Authority include:

- Preserving, expanding and equitably distributing the region's supply of affordable housing.
- Promoting self-sufficiency, including education, health and self-empowerment outcomes
- Helping the region end homelessness
- Revitalizing low income neighborhoods
- Reducing operational impacts on the region's environment

Since its establishment in 1939, the Authority has played a key role in providing affordable housing options for residents of the metropolitan region surrounding Seattle. With a diversified real estate portfolio and close working partnerships with local communities and nonprofit organizations, KCHA delivers affordable housing and related services that support housing stability, education and health outcomes, job training and financial self-sufficiency for more than 55,000 of the region's lower income residents.

The Authority has a staff of 450 FTEs distributed between field offices and KCHA's central administrative office in Tukwila.

The Position

The individual selected for this role will, under the supervision of the Deputy Executive Director of Housing Assistance Programs, direct and oversee KCHA's approximately 30 staff member Resident Services Department by developing and implementing programs and services to meet resident and client needs, while promoting housing stability and positive life outcomes. The Director leads cross-departmental initiatives; collaborates heavily with the Directors of Property Management and the Housing Choice Voucher Program to achieve strong outcomes in housing stability sets and monitors the department's budget; oversees department contracts; and related work as apparent or assigned. The Director will also be responsible for implementing recommendations from the department's 5 year strategic plan to optimize the deployment and management of the department's services and responsibilities. Work involves setting policies and goals. Specifically, the Director shall be responsible for:

- Leading the Resident Services Department in serving as liaisons for applicants and residents that receive federal housing assistance as part of KCHA's housing programs.
- Directing resident advocacy work that may involve interpreting and application of appropriate federal housing program rules for residents.
- Supporting Resident Services personnel, in coordination with Housing Operations, by assisting with lease compliance issues, rent arrearages, and other issues that impact housing stability, with the ultimate goal of preventing adverse actions such as evictions.
- Overseeing the administration of the Authority's Reasonable Accommodation (504) program and processing of reasonable accommodation requests in accordance with the American with Disabilities Act and applicable HUD policies; conducting Informal Reviews and Hearings, directly impacting resident subsidy retention.
- Overseeing department operations and ensuring compliance with federal housing program rules and applicable KCHA policies and procedures such as ACOP and HCV Administrative Plan.
- Working in coordination with members of the Senior Staff and Executive team to operationalize service delivery to residents.
- Assigning and leading the work of staff; recommending merit recognition, promotions and disciplinary actions, adjudicating grievances; recruiting, coaching, counseling and evaluating staff performance.
- Developing the annual Resident Services department budget with adequate resources to carry out the mission of the department and monitoring financial results (budget vs. expenditures) on an ongoing basis.
- Provides strategic direction for the Authority's vision, policy development, goals, and program implementation for resident and community services; develops, manages, and evaluates initiatives.

The Department

Headquartered in Tukwila, Washington, just south of Seattle, the Director of Resident Services will lead and supervise a team of approximately 30 staff members who are passionate about supporting residents and KCHA's mission to Transform Lives through Housing. The Department's work uses housing as a platform to improve resident life outcomes and includes:

- **Support Service Coordination and Community Building Services** to residents living in KCHA managed federally subsidized housing.
- **Subsidy Retention Services** to support HCV households experiencing housing instability.
- **The 504 program** that oversees Reasonable Accommodations at the Authority.
- **Relocation Services** to support planned and unplanned public housing relocation projects.
- **Conducting Applicant Hearings** to resolve applicant disputes.
- **The Resident Advisory Committee** which provides an opportunity for resident feedback to assist KCHA in the development of policies and procedures that affect KCHA participants. Through this work the Committee also acts as the voice of KCHA participant communities.





The Ideal Candidate

The King County Housing Authority is seeking a professional leader of excellent reputation and character. The ideal candidate will have a number of traits and experience:

- Strong background in affordable housing and/or social services including work with low income and homeless individuals and households, seniors, people living with disabilities, immigrants and refugees and BIPOC communities.
- The ability to analyze and develop innovative approaches to mission, including a strong understanding and commitment regarding racial equity issues in our community, will be crucial. Ability to implement new programs and services and evaluate program progress and success. Strong communication skills, both spoken and written, are an important competency.
- The successful candidate will be a collaborative and strategic thinker with an ability to see the larger picture as well as the smaller tasks necessary for program success.
- The successful candidate will have a strong intellect, an innate curiosity, and a high degree of emotional intelligence. Excellent interpersonal skills are essential as the successful candidate will establish and nurture relationships with internal and external stakeholders and staff.
- The culture of KCHA is team-centric and highly collaborative. The successful candidate should have demonstrated success working in a diverse environment and bring an unquestioned integrity to the position. Top candidates will thrive in a strong team environment.
- A strong leader who communicates a sense of mission and vision, backed by the ability to establish and accomplish goals and objectives. Brings a proven track record of delivering results, designing innovative programs, and leading diverse groups of people to sustain a high performing operation is critical.

Experience and Education

Any combination of experience and education that would likely provide the required knowledge and abilities will be considered. A typical way to obtain the qualifications and competencies is:

Education: Bachelor's degree in a closely related field; Master's degree preferred.

Experience: Extensive experience in social services, human services, housing, homeless services, or similar work in a client service setting **AND** extensive supervisory experience. Background or experience with mental health techniques, interventions and trainings (i.e. Executive Skills coaching, Trauma Informed Care, Motivational Interviewing) preferred.

The Compensation

Salary range is \$139,570 to \$216,334, with a midpoint of \$177,952. New hires typically receive between minimum and midpoint, however, we may go slightly higher based on experience, internal equity and market. Salary is negotiable. KCHA offers an outstanding benefits package, including Washington Public Employees' Retirement System (PERS).

The Recruitment Process

This position is open until filled; however, interested candidates should apply by the first review date on April 13, 2023 by 4:30 p.m. Electronic submissions should be submitted online at www.kcha.org/employment and should include a compelling cover letter, a comprehensive résumé, and two professional references.

Interested candidates are encouraged to contact Sarah Crane, Senior Recruiter, by email at sarahcr@kcha.org with confidential inquiries and questions regarding the recruitment process.