



Currently accepting applications for:

Long Term Temporary Resident Services 504 Coordinator

SALARY: \$24.28 - \$32.48 Hourly
\$50,510.28 - \$67,557.49 Annually

OPENING DATE: 06/14/16

CLOSING DATE: 06/28/16 04:30 PM

JOB SUMMARY:

TO BE CONSIDERED: PLEASE SEE DETAILED APPLICATION INSTRUCTIONS BELOW.

King County Housing Authority, an independent municipal organization, is a high performing nationally recognized leader in affordable housing.

The Resident Services Division is currently recruiting for a knowledgeable and seasoned 504 Coordinator to fill a Long Term Temporary position that is anticipated to last up to two years. This role will be based out of the Central Office located in Tukwila, WA.



If you are a professional who is passionate about improving the lives of the underserved and especially those in our communities who are in need of accommodation, this may be an exceptional opportunity for you. This role requires an individual with the skill and experience necessary to successfully assume responsibility for processing reasonable accommodation requests. This will include communicating with stakeholders both internally and externally as necessary to achieve the intended outcomes for those requesting accommodation.

The ideal candidate will submit a resume and cover letter that will include examples of success in processing reasonable accommodation requests and will be:

- Experienced in working with people who are living with disabilities.
- Able to articulate their understanding of reasonable accommodations and fair housing processes. They will come equipped with the knowledge that no two people or situations are alike.
- Seasoned in the ability to review accommodation requests and provide reasonable responses that address the needs of the individual requestor and reasonable accommodation best practice.
- An excellent communicator both verbally and in their written materials.
- Known for their ability to successfully connect with people from all over the world, with a variety of abilities and disabilities including immigrant and refugee populations.
- Very comfortable with technology. They will be focused and able to utilize software and existing databases to review and process an average of over 100 reasonable accommodation requests per month.
- Mission focused and able to ensure that we don't lose sight of the individual needs represented by each request.

The 504 Coordinator reports to a Resident Services Manager and will have primary responsibility for KCHA's 504 program.

ESSENTIAL FUNCTIONS:

The responsibilities and duties performed in this role include:

1. Serves as the Section 504 Coordinator; acts as an expert consultant in responding to questions and concerns regarding reasonable accommodations; processes all reasonable accommodation requests received from program applicants, Section 8 participants and public housing residents (average - 100+ per month); reviews situations and makes decisions on residents' accommodation requests and prepares written responses; maintains and updates records of interactions and decisions, utilizing internal database and storage system.
2. Interacts with requesting parties as appropriate to assess needs and may negotiate outcomes of the request with the requesting party either in person or over the phone. Provides information about and referrals for social services; helps residents apply for and maintain social services and entitlements; on-site resident services and networking with community partners in order to foster relationships with and improve services from agencies providing assistance and information to residents; visits residents to discuss their situation and help solve problems.
3. Abides by grievance process requirements in responding to complaints. Represents the Authority in both formal and informal hearings. May prepare written responses to formal complaints.
4. Maintains files, completes paperwork, reports including key metrics and attends to other administrative duties including departmental meetings and serving on agency committees.
5. Evaluates systems and processes for efficiency and effectiveness and recommends process improvements.

For additional information on this classification please click here: [Resident Services Coordinator](#)

QUALIFICATIONS AND COMPETENCIES:

The qualifications and competencies required to perform the duties and responsibilities of this position include:

Knowledge of:

- Principles and practices used to organize, implement, and monitor resident service programs and support;
- Knowledge of Reasonable Accommodations as it relates to the needs of those served by KCHA;
- Theory, principles and practices for implementation of the 504 program delivered by the Authority;
- Local, state and federal laws and regulations applicable to areas of assigned responsibility;
- Community services and resources applicable to the delivery of Authority programs in assigned areas of responsibility;
- Methods used to communicate effectively, orally and in writing.

The ability to:

- Organize, implement, and monitor interpret, read, understand, and explain Authority regulations, policies, and procedures relating to assigned program;
- Ability to operate a computer with word processing and spreadsheets
- Establish and maintain records;
- Communicate effectively, orally and in writing;
- Handle resident interactions with courtesy, tact and sensitivity to the issues involved;
- Organize, implement, and monitor resident service programs and support;
- Establish and maintain effective and courteous working relationships with culturally and ethnically diverse groups including residents, service providers, facility managers,

community partners, representatives of other public and private agencies, social service and other organizations, and others encountered in the course of work.

A typical way to obtain the qualifications and competencies include:

- A Bachelor's degree and two to four years of experience in working with people living with disabilities and/or reasonable accommodation, social work, housing programs and/or community development programming, or an equivalent combination of education and experience.
- Valid driver license and acceptable driving record at time of appointment and valid Washington State Driver License and acceptable driving record within the first thirty days and throughout employment.

WORK ENVIRONMENT:

Incumbent(s) must be able to meet the physical requirements of the classification and have mobility, balance, coordination, vision, hearing and dexterity levels appropriate to the functions performed. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed primarily in an office environment with occasional to moderate travel.



The incumbent will frequently use standard office equipment including personal computers, copy machines, telephones and related equipment and may drive a vehicle on Authority business.

APPLICATION INSTRUCTIONS:

1. **Complete the online application to include at least the prior 5 years (if applicable).**
2. **Submit a resume detailing your experience as it relates to this position.**
3. **Attach a cover letter that includes a statement regarding your philosophy on the processing of Reasonable Accommodations.**

APPLICATIONS MAY BE FILED ONLINE AT:

<http://www.kcha.org>

600 Andover Park West
Tukwila, WA 98188
206-574-1100 
206-574-1265 

Position #2016T0601
LONG TERM TEMPORARY RESIDENT SERVICES 504
COORDINATOR
JS

Long Term Temporary Resident Services 504 Coordinator Supplemental Questionnaire

- * 1. Do you have direct experience with the King County Housing Authority?
- ☐ Yes, I am a current employee at KCHA.
 - ☐ Yes, I am a current temporary employee at KCHA.
 - ☐ Yes, I am a resident of KCHA.
 - ☐ None of the above.
- * 2. Which best describes your level of education?
- ☐ No High School Diploma or G.E.D.
 - ☐ High School Diploma or G.E.D.
 - ☐ AA Degree

- ☐ BA Degree
☐ Masters
- * 3. Please identify your years of professional experience where your assigned duties included responsibility for reasonable accommodation requests.
- ☐ No experience
☐ 1 to less than 2 years of experience
☐ 2 to less than 4 years of experience
☐ 4+ to less than 6 years of experience
☐ Over 6 years of experience
- * 4. If you selected "No experience" in the question above, please write N/A in the space provided here. For all other responses, provide a brief description (not to exceed one sentence per example) of the role you played in processing reasonable accommodation requests. Please note: Any employment referenced in this response must also be documented in your application.
- * 5. Do you have professional experience in the delivery of services to low income populations from diverse backgrounds? Please check all that apply. Important note: Any employment referenced in this response must also be documented in your application.
- ☐ Seniors
☐ Disabled
☐ Families
☐ Children and Youth
☐ Other
- * 6. Do you have any formal training and/or certification in Fair Housing or Reasonable Accommodations or similar? If yes, the experience indicated must be included in your application materials.
- ☐ Yes ☐ No
- * 7. The individual selected for this position may be required to conduct occasional travel throughout the county to conduct and/or facilitate meetings with reasonable accommodation stakeholders. Are you able to perform this function with or without reasonable accommodation?
- ☐ No
☐ Yes
- * 8. Which of the following best describes your level of proficiency with Microsoft Word?
- ☐ Beginner
☐ Intermediate
☐ Advanced
- * 9. Which of the following best describes your level of proficiency with Microsoft Excel?
- ☐ Basic (can sum rows and columns, utilize formatting features, and insert multi-cell formulas)
☐ Proficient (can link multiple worksheets or files, can graph data, perform v-lookup)
☐ Advanced (can utilize pivot tables, and macros and can extract data from a database)
☐ None of the above
- * 10. This position requires a valid drivers license from any state and acceptable driving record at time of appointment. A valid Washington State Driver License within 30 days of employment, and acceptable driving record throughout employment are required in this position. Can you meet this requirement?
- ☐ Yes
☐ No
- * 11.

This position requires an acceptable driving record at the time of hire. Do you have any combination of two or more license suspensions, or revocations within the last five years?

☐ Yes

☐ No

- * 12. Have you had any of the following violations within the last three years? Please select all that apply.

☐ I have NO violations on my driving record in the last 3 years

☐ Reckless or negligent driving or other similar offense (e.g., careless driving)

☐ Failure to stop and report a vehicle incident (e.g., hit and run)

☐ Any driving offense involving the use of drugs, alcohol, controlled substances, or other gross misdemeanors or felonies

☐ Driving while license is suspended or revoked

☐ Eluding an officer of the law

☐ Possession of open container of alcoholic beverage

- * Required Question