



Director of Resident Engagement & Governance

ORGANIZATION OVERVIEW

The Seattle Social Housing Developer (SSHD) is a Public Development Authority (PDA) committed to creating, owning, and stewarding permanently affordable, mixed-income social housing that is publicly financed, publicly controlled, and free from market speculation. As we lay the foundation for this transformative model, guided by international examples and rooted in public accountability, we are building a team to define a new standard for equitable, sustainable, and community-centered social housing development in Seattle. Our goal is to expand access, strengthen the social fabric of our city, and ensure housing that is affordable forever and inclusive by design for current and future generations.

POSITION OVERVIEW

The Director of Resident Engagement & Governance is a foundational leadership role within the SSHD, responsible for integrating and overseeing the agency's two core resident-facing functions: resident governance and restorative justice. This position directly supervises the Resident Liaison and the Restorative Justice Program Manager, ensuring the two disciplines work in close partnership to build a resident community grounded in participatory governance, trust, accountability, and shared problem-solving.

During SSHD's start-up phase, while the agency operates a single building, the Director of Resident Engagement & Governance will work hands-on alongside the Resident Governance Design Work Group, the Resident Liaison, and the Restorative Justice Program Manager to test, refine, and implement the agency's governance and restorative justice infrastructure. SSHD's second building is anticipated to be acquired by year-end; once operational, the Director of Resident Engagement & Governance will take direct, personal charge of standing up resident engagement infrastructure in that building — including governance elections, resident onboarding, and restorative justice protocols — adapting the model developed in the first building to fit each new community.

As the portfolio continues to grow, the Director of Resident Engagement & Governance will lead the stand-up of each additional building in this same hands-on capacity. As portfolio size, staffing, and operational needs warrant, the role will transition from direct program delivery to full-time management of the growing team of Resident Liaisons and Restorative Justice Program Managers across the portfolio — ensuring consistency, quality, and cohesion of practice as SSHD scales. The timing of this transition will be determined jointly with the Chief Operating Officer based on the agency's actual growth and staffing needs, rather than a fixed building count or date.

A central part of this role is holding the productive tension built into SSHD's model: the Director is expected to champion resident voice and self-governance while also protecting SSHD's obligations as a housing asset owner, and to help staff and residents understand what is realistically possible for SSHD today versus what may become possible as the agency matures.

The long-term purpose of the Director of Resident Engagement & Governance is to embed resident voice, shared governance, and restorative, trauma-informed practice into the organization's core operations at every building SSHD stewards, building a unified, sustainable resident engagement function that grows with the agency.

POSITION DETAILS

Job Title: Director of Resident Engagement & Governance

Department: Operations

Reports To: Chief Operating Officer

Direct Reports: Resident Liaison(s); Restorative Justice Program Manager(s) to grow as SSHD adds buildings

FLSA Status: Exempt

Compensation & Benefits

Salary Range: \$140,000 - \$170,000. This full-time, salaried position includes a full package of benefits, including health, dental, and vision. SSHD employees are also eligible for the Public Employees' Retirement System (PERS) retirement pension plan through the State of Washington.

SCOPE OF AUTHORITY & ORGANIZATIONAL RELATIONSHIPS

This role carries significant responsibility for building resident engagement infrastructure, but its authority is bounded and exercised in partnership with, rather than independent of, other parts of the organization:

- **Resident Governance Bodies:** The Director supports, resources, trains, and builds the capacity of resident self-governance structures (e.g., Resident Governance Councils, the Constituency process). The Director does not direct, control, or override decisions that fall within resident self-governance — the role is facilitative and supportive, not directive.
- **Board of Directors:** The Director does not report to, or take direction from, the Board of Directors, and does not have independent authority to set Board policy. The Director may be asked to present to the Board or gather resident input on the Board's behalf, but always in coordination with the COO.
- **Property Management:** The Director partners closely with property management so that resident engagement and restorative justice practices inform, and are informed by, day-to-day operations. The Director does not have authority over property management staffing, leasing, or maintenance decisions, though the role is expected to advocate for resident interests within those processes.
- **Chief Operating Officer:** The Director reports to, and operates within delegated authority from, the Chief Operating Officer. Decisions with significant legal, financial, Charter-wide, or asset-management implications are made in partnership with, or deferred to, the COO.

BALANCING ASSET MANAGEMENT & CHARTER MANDATES

SSHD's Charter requires this role to build genuine resident self-governance and restorative practice. At the same time, SSHD is a housing asset owner with fiduciary and operational responsibilities to protect the long-term financial health and physical condition of its buildings. These two mandates will not always point in the same direction, and this role is expected to name that tension directly exercising sound judgment about when resident preferences can be fully accommodated and when fiscal, safety, or long-term sustainability considerations must take precedence.

- Develop and apply a working framework for identifying where resident engagement/Charter mandates and asset management responsibilities intersect, complement, and at times conflict, escalating higher-stakes conflicts to the COO as needed.
- Clearly communicate to residents and staff which decisions fall within resident self-governance and which require asset management or Operations approval, so expectations are set honestly rather than left ambiguous.
- Support the Resident Liaison and Restorative Justice Program Manager in setting healthy, professional boundaries with residents, balancing genuine responsiveness to resident wants and needs with SSHD's obligations as an asset owner and operator. For example, the resident engagement team may inform and educate residents about available social services, but does not take on a case management role.
- Continuously assess and communicate what is realistically achievable for SSHD at its current stage of growth versus what may become possible as the agency and portfolio mature, helping residents and staff calibrate expectations rather than overpromise.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Team Leadership & Supervision

- Directly supervise, coach, and support the Resident Liaison and Restorative Justice Program Manager, and, as the portfolio grows, additional staff in these roles at new buildings, ensuring consistent, high-quality, and integrated resident engagement practice.
- Set goals, conduct performance reviews, and support the professional growth and capacity building of direct reports, including their ability to hold healthy boundaries with residents.

- Foster close collaboration between the resident governance and restorative justice functions so the two disciplines reinforce, rather than duplicate, one another.

Building Stand-Up & Portfolio Growth

- Serve as the primary lead for standing up resident engagement infrastructure (governance councils, elections, onboarding, and restorative justice protocols) in each new building as SSHD's portfolio grows, beginning with the second building, which is anticipated to be acquired by year-end.
- Adapt and refine the governance and restorative justice models developed in the first building for use in each additional building, incorporating lessons learned along the way.
- As portfolio size, staffing, and operational needs warrant, and in partnership with the COO, transition from direct, hands-on building stand-up to full-time oversight and management of the Resident Liaison and Restorative Justice Program Manager team across the full portfolio.

Strategic Oversight & Compliance

- Ensure resident governance and restorative justice practices remain aligned with the SSHD Charter, applicable legal requirements (e.g., the Open Public Meetings Act), and the agency's mission, while also protecting SSHD's interests as a housing asset owner.
- Report to the Chief Operating Officer on resident engagement outcomes, governance participation, and restorative justice program effectiveness across the portfolio.
- Represent resident engagement priorities in cross-departmental planning with Operations, property management, and other agency leadership, within the scope of authority described above.

Culture & Advocacy

- Champion resident voice and shared governance throughout SSHD's growth, ensuring each new building is onboarded into a consistent culture of participatory governance and restorative practice.
- Model and reinforce SSHD's Culture of Constructive Clarity among direct reports and across the organization.
- Hold, and help staff hold, the inherent tensions built into SSHD's model between resident self-governance and asset management, and between what is possible for SSHD now versus in the future with clarity and sound judgment.

REQUIRED SKILLS AND ABILITIES

- **Leadership & Supervision:** Demonstrated experience supervising, coaching, and developing staff, ideally in community-facing, resident services, or program roles.
- **Program Design & Scaling:** Proven ability to design, launch, and scale community engagement, governance, or conflict resolution programs across multiple sites or communities.
- **Governance & Legal Literacy:** Familiarity with renter protections, social housing models, Community Land Trusts (CLTs), and public governance frameworks. Working knowledge of the Open Public Meetings Act (OPMA) and related compliance requirements preferred.
- **Restorative Justice Expertise:** Substantive training or practice in restorative justice, trauma-informed, and healing-engaged frameworks — sufficient to supervise a Restorative Justice Program Manager, lead restorative justice protocol design during building stand-up, and speak credibly to funders, staff, and residents on this practice. General familiarity alone is not sufficient for this role.
- **Community Organizing & Engagement:** Demonstrated experience in resident organizing, community-led advocacy, or participatory engagement, with the ability to build trust across diverse communities.
- **Facilitation & Inclusive Practice:** Ability to support inclusive, accessible governance and conflict-resolution processes by working effectively with residents and staff from diverse backgrounds and lived experiences.
- **Communication Skills:** Excellent written and verbal communication skills, including the ability to translate complex policy, governance, and program information into clear, plain-language materials for residents and staff.
- **Organizational Skills & Adaptability:** Strong ability to manage multiple priorities, deadlines, and community-facing responsibilities across a growing, multi-building portfolio.

- **Judgment & Discretion:** Demonstrated ability to handle sensitive, confidential, and emotionally complex situations with professionalism and sound judgment.
- **Tension-Holding & Judgment:** Demonstrated ability to hold competing organizational priorities, particularly resident self-governance versus asset management, and to clearly assess and communicate what is realistic for SSHD now versus in the future.
- **Boundary Setting:** Demonstrated ability to set and model healthy, professional boundaries with residents, including distinguishing informational and educational support from case management, and balancing resident wants and needs against organizational and asset-management responsibilities.
- **Training & Capacity Building:** Demonstrated ability to design and facilitate trainings that build governance and restorative practice capacity among staff and resident leaders.
- **Lived Experience:** Experience living in multifamily, affordable, or social housing is highly valued to support authentic engagement with the resident community.
- **Technology Proficiency:** Proficiency in Microsoft Office Suite and familiarity with collaboration, communication, or engagement platforms, including hybrid voting or engagement tools.
- **Work Schedule Flexibility:** Ability to work evenings and weekends and adjust schedule to support resident meetings, governance activities, mediations, and community events across buildings.

EDUCATION AND EXPERIENCE

- Bachelor's degree in public administration, social work, community development, political science, communications, or a related field; or an equivalent combination of education and relevant professional experience.
- Minimum of ten (10) years of progressively responsible experience in community organizing, resident services, housing, restorative justice, or a related field, including at least five (5) years of staff supervision or people-management experience.
- Meaningful, hands-on experience in restorative justice or trauma-informed conflict resolution practice (formal or community-based) is required given supervisory responsibility for the Restorative Justice Program Manager and this role's leadership of restorative justice protocol design during building stand-up.
- Demonstrated experience facilitating group processes, community meetings, or participatory decision-making environments.
- Experience working with diverse populations, particularly in affordable housing, multifamily housing, or community-based settings.
- Demonstrated experience in conflict resolution, mediation, or restorative justice practices.
- Experience standing up, launching, or scaling a new program, site, or initiative from the ground up.
- Experience coordinating programs, events, or initiatives that require managing multiple priorities and stakeholders.
- Ability to handle sensitive or confidential information with discretion and sound judgment.

PREFERRED QUALIFICATIONS

- Experience working within social housing models, public housing authorities, or Community Land Trusts (CLTs).
- Familiarity with Washington State housing laws, tenant protections, or landlord-tenant regulations, including eviction prevention processes.
- Experience supervising staff across multiple sites, buildings, or program locations.
- Experience supporting or participating in resident governance structures, tenant associations, or cooperative housing models.
- Training, certification, or deep practice in restorative justice, mediation, or conflict resolution.
- Knowledge of participatory governance, community-led decision-making, or democratic facilitation practices.
- Experience designing or facilitating community engagement processes across diverse populations, including multilingual or culturally responsive outreach.
- Experience working in trauma-informed, equity-centered, or healing-engaged environments.
- Bilingual or multilingual skills relevant to the resident population.
- Experience working in or with public sector or quasi-public agencies.

OTHER REQUIREMENTS

- Must pass a background check.
- Ability to adapt to shifting priorities and take on additional responsibilities as the role and organization evolve.
- Ability to travel within a 60-mile radius and work occasional evenings/weekends.
- Must reside in King County; may not reside in any Seattle Social Housing Developer property.
- A willingness to adapt to shifting priorities and take on additional responsibilities as the role and organization evolve.

OUR CULTURE OF CONSTRUCTIVE CLARITY

We are carrying out a bold mandate, which requires us to be exceptionally honest and clear with one another. We actively value different perspectives and expect our team members to share constructive disagreements and challenge ideas during our planning stages. We know that brilliant minds process and share information differently. Whether you prefer to speak up in a meeting, share written feedback after digesting a proposal, or discuss ideas one-on-one with your manager, we welcome and support your communication style. What matters most to us is that we don't ignore unresolved issues. Once we have weighed all viewpoints and made a decision, we align and move forward as a unified team. If you value transparency, structured feedback, and committing to shared goals, we would love to have you join us.

BUILDING EQUITY THROUGH HOUSING AND HIRING

As part of Seattle Social Housing's overall commitment to racial equity, we work for affordable housing development that is grounded in justice. We see the hiring of this position, and all positions, as an opportunity to be a more equitable and racially just organization.

Seattle Social Housing is an equal opportunity employer and does not discriminate on the basis of race, national origin, gender, gender identity, sexual orientation, protected veteran status, disability, age, or other legally protected status. People of color, Native and Indigenous people, trans and LGBTQIA people, people with disabilities, and other individuals who bring critical perspectives from historically marginalized communities are strongly encouraged to apply.

TO APPLY

Send a position-specific cover letter and resume in a single PDF to: careers@seattlesocialhousing.org. Application deadline is open until filled.