**Job Posting**

(For External Use)

**Resident Services Manager**

**Location**: Hybrid work option; Primary office in SW Portland with travel and work at various CPAH buildings in Washington County and SW Portland.

**Job Type:** Full time, Permanent, Exempt   
**Salary Range:** $75,000-$80,000 (Bilingual pay differential available, if applicable)  
**Reports To:** Director of Programs

**About CPAH**

Community Partners for Affordable Housing (CPAH) advances housing justice by building sustainable housing, delivering supportive services, and providing people with a place to call home. CPAH is a growing organization, building and providing affordable housing for over 600 households in Washington County and SW Portland and supporting almost 200 households who are exiting homelessness. This position will support CPAH’s ability to develop and maintain high-quality affordable housing while providing a range of resident services for youth, seniors aging in place, people exiting homelessness, working families, and some of our most vulnerable neighbors.

**About the Role**

The Resident Services Manager is responsible for overseeing CPAH’s resident services staff, programs, and community-building initiatives. This position manages housing stabilization and community-building services within CPAH’s senior housing, family housing, and permanent supportive housing (PSH) communities.

As a key leadership team member, the Resident Services Manager will provide program direction, staff supervision, contract management, and community partner collaboration, ensuring that resident services programs align with CPAH’s mission and long-term strategic goals.

**Key Responsibilities**

Staff Supervision & Training

* Supervise and support resident services staff, youth program staff, and PSU Social Work Interns.
* Lead hiring, onboarding, and training of new resident services staff, ensuring a structured and supportive process.
* Provide ongoing professional development and mentorship to resident services staff.

Program & Policy Management

* Develop, update, and maintain resident services policies and procedures.
* Oversee the youth program, managing program design, development, and implementation.
* Identify opportunities to enhance existing programming and develop new initiatives to improve resident outcomes.
* Facilitate and coordinate the Resident Advisory Committee and Resident Services Committee, ensuring resident feedback is incorporated into programming.

Community & Partner Engagement

* Develop and maintain strategic partnerships with community organizations, service providers, and stakeholders to expand resources available to residents.
* Oversee volunteer engagement and activities related to resident services programming.
* Act as a liaison between CPAH’s asset management team and property management staff, ensuring collaborative relationships and positive resident experiences.
* Oversee contract negotiations and management for external service providers supporting resident programs.

Budget, Grants, & Reporting

* Manage program budgets and track grant fund expenditures related to resident services.
* Support grant writing and reporting, ensuring timely and accurate data collection for executive leadership and fundraising staff.
* Compile and analyze resident services program data, providing reports on key outcomes and performance metrics.

**What We’re Looking For**

* Five years of experience in community development, social services, or resident services programming.
* Two years of staff supervision or coaching experience, with a demonstrated ability to mentor and support a team.
* Bachelor’s degree required (Master’s in Social Work preferred).
* Strong program management, administrative, and leadership skills.
* Experience working within affordable housing or community-based services.
* Experience working with individuals and families experiencing homelessness.
* Strong interpersonal communication skills, including conflict resolution and relationship-building.
* Knowledge of social service systems, affordable housing regulations, and resident support programs.
* Proficiency in data management and reporting, with experience using Microsoft Office Suite.
* Ability to develop and maintain strong community partnerships.

**Preferred Qualifications**

* Bilingual in Spanish, Vietnamese, Somali, or another language relevant to our resident community (bilingual pay differential available).
* Experience working with historically underserved populations and communities of color.

**Why Join CPAH?**

CPAH offers a mission-driven, supportive workplace with a strong commitment to diversity, equity, and inclusion. Our benefits include:

* 100% employer-covered medical, dental, and vision insurance.
* Employer-funded 403(b) pension plan.
* Paid vacation, holidays, sick leave, and bereavement leave.
* Short-term and long-term disability, life insurance, and parental leave.
* Four-week paid sabbatical after seven years.
* 36-hour workweek with four hours of wellness time (compensation based on 40 hours).

**Commitment to Diversity, Equity, and Inclusion**

CPAH encourages bilingual and multicultural candidates to apply. We prioritize historically and currently underserved communities in housing, services, and our workplace. CPAH values experience working with communities of color and other marginalized populations and offers a pay differential for staff who can speak languages relevant to our resident community.

**How to Apply**

Submit your resume and cover letter to [jobs@cpahoregon.org](mailto:jobs@cpahoregon.org) with the subject line: **Resident Services Manager Application – [Your Name]**. Applications received without a cover letter will not be reviewed. Applications will be reviewed on a rolling basis until the position is filled.

**Equal Opportunity Statement**

CPAH is committed to creating an inclusive and diverse work environment. We encourage applications from candidates of all backgrounds, particularly those from historically underserved communities. If you meet most but not all the qualifications, we still encourage you to apply.