
Resident Services Coordinator – Heartwood Commons PSH

How to Apply

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

Location: Onsite at Heartwood Commons (Aloha, OR)

Job Type: Full-Time, (40 hours/week)

Salary Range: \$27.89 per hour - \$30.29 per hour, (\$58,011/yr-\$63,003/yr)
(Bilingual pay differential available)

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

As a Resident Services Coordinator – Heartwood Commons PSH, you will play a critical role in CPAH's mission to provide stable, affordable, and sustainable housing for individuals and families. This position focuses on resident support and housing stabilization as well as community building with residents at Heartwood Commons while ensuring services are trauma-informed and participant-centered.

Key Responsibilities

Resident Support & Housing Stabilization

- Provide eviction prevention support by connecting at-risk residents to appropriate services.
- Coordinate with Sequoia Mental Health and other service providers to support residents' housing stability.
- Respond to resident issues and concerns, working in collaboration with property management.
- Assist with move-in orientation, helping residents navigate housing policies and available services.
- Organize on-site resident services office hours and community engagement opportunities.
- Maintain case notes, demographic data, and resident participation records in CPAH's database.

Community Building & Engagement

- Plan and facilitate community-building activities and wellness programs.
- Develop and maintain strong partnerships with local service providers to enhance on-site resources.
- Support weekly coordination meetings with property management and service teams.
- Conduct resident surveys to assess overall satisfaction and identify areas for program improvement.

Administrative & Compliance Support

- Track and report on program outcomes and resident participation.
- Maintain a flexible work schedule to meet the program's needs, including one late shift (12–8 PM).
- Adhere to CPAH's policies and best practices for resident services and case management.

What We're Looking For

- At least two years of experience in case management or resident services, with the ability to develop collaborative resident centered plans and navigate complex resident needs.
- At least one year of experience working with individuals and/or families experiencing homelessness, including those with mental health and substance use challenges.
- Knowledge of Medicaid, housing resources, trauma-informed care, and culturally responsive services.
- Strong verbal and written communication skills, with the ability to de-escalate situations effectively.
- Experience using trauma-informed, resident-centered approaches.
- Ability to work independently and as part of a team.
- Ability to maintain professional boundaries while working with vulnerable populations.
- Proficiency in Microsoft Office and case management databases.

Preferred Qualifications

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

Work Environment & Physical Requirements

- Primarily onsite at Heartwood Commons in Aloha, OR.
- Requires occasional evening and weekend meetings/events.
- Schedule: Sunday–Thursday with one late shift (12–8 PM).
- Occasionally required to lift more than 25 lbs.

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.

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 of the qualifications, we still encourage you to apply.