



Job Posting

(For External Use)

How to Apply

Submit your resume and cover letter to jobs@cpahoregon.org with the subject line: **[Job Title] Application – [Your Name]**. Applications will be reviewed on a rolling basis until the position is filled.

Position Title: Resident Services Coordinator – Family Properties

Department: Services

Reports To: Resident Services Manager

FLSA Status: Non-Exempt (Hourly)

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

Work Location: Three CPAH apartment buildings in Washington County

Salary Range: \$28.00 to 28.91/hr (\$56,133- \$58,240/yr)

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 Coordinator is responsible for eviction prevention, housing stabilization, and community engagement at CPAH family properties in Washington County. This role supports a diverse range of families and households, including Spanish-speaking residents, by helping

ensure access to critical resources, community programs, and case management support.

The position involves coordinating resident services, collaborating with property management, developing partnerships with community organizations, and planning family and youth programming in coordination with CPAH's Lead Youth Services Coordinator.

Essential Duties and Responsibilities

Resident Support & Housing Stabilization

- Provide eviction prevention support, connecting families with financial assistance, rental support programs, and housing stability resources.
- Coordinate closely with on-site property management to address resident needs and concerns.
- Work directly with service providers offering case management for CPAH residents.
- Conduct on-site resident services office hours at designated properties.
- Ensure Spanish-speaking households have access to relevant resources and assistance.

Community Building & Engagement

- Organize and lead community-building activities, fostering a positive and engaged residential community.
- Coordinate family and youth events in collaboration with the Lead Youth Services Coordinator.
- Develop and maintain strong partnerships with local service providers, schools, and nonprofit organizations to expand support for families.
- Assist in staffing and organizing youth and family programs, ensuring programming is culturally responsive and accessible.

Administrative & Volunteer Coordination

- Track program participation, outcomes, and impact, compiling reports for internal use.
- Maintain accurate records of resident engagement, referrals, and case management interactions.



- Provide guidance to interns and volunteers, supporting their involvement in CPAH's family services programs.
- Support and contribute to the Resident Advisory Committee to elevate resident voices in program planning.

Required Knowledge, Skills, and Abilities

- At least two years of experience providing direct social services to families and youth.
- Experience working with diverse populations, including individuals experiencing housing instability.
- Ability to navigate and support residents with housing barriers, financial challenges, and social service needs.
- Strong verbal and written communication skills, with the ability to de-escalate situations effectively.
- Experience using resident-centered, trauma-informed, and de-escalation practices.
- Ability to work independently and collaboratively within a team environment.
- Proficiency in Microsoft Word and data entry systems.

Preferred Knowledge, Skills and Abilities

- Bilingual (Spanish/English) (bilingual pay differential available).
- Experience working with historically underserved populations and communities of color.
- Experience developing and maintaining partnerships with community organizations.

Work Environment & Physical Requirements

- Requires some evening and weekend meetings/events.
- Work environment with on-site program responsibilities.
- Access to reliable vehicle for multi-site day work travel.
- 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.