



JOB DESCRIPTION Resident Services Coordinator CPAH Family Properties

Bilingual (Spanish/English) applicants are strongly preferred

Duration: Permanent, Full-time (40 hours/week) Non-Exempt Hourly Position

Reports To: CPAH’s Resident Services Manager

Salary Range: \$55,000-\$57,000 + competitive benefits, opportunity for bilingual pay differential.

Benefits: Medical, Vision & Dental Insurance premiums 100% covered for employee;
Employer Funded 403(b) Pension;
Vacation, Holidays, Sick Leave, Bereavement;
Life Insurance, Short Term and Long-Term Disability;
Two weeks parental leave;
Employee Assistance Program;
Sabbatical (four weeks paid) after seven years;
Approximate 36-hour work week - four hours “wellness” benefit, compensation is based on 40 hours.

About CPAH:

Join us at Community Partners for Affordable Housing (CPAH) for an exciting opportunity to be the first Resident Services Coordinator at Plambeck Gardens located in Tualatin. You will be part of a team dedicated to supporting our growing organization, currently serving over 500 households in Washington County and SW Portland and another 150+ participants who are exiting homelessness. CPAH continues to grow with the upcoming affordable housing community, Plambeck Gardens, located in Tualatin opening in 2025.

CPAH is dedicated not only to ensuring equitable access to housing, but also to building a team that reflects the diversity of our residents and represents a variety of backgrounds, perspectives, and skills. The more inclusive we are, the better our work will be.

Position Overview:

Plambeck Gardens will be CPAH’s newest apartment complex, opening in late-January 2025, with 116 units including 16 units set aside for households exiting homelessness. This fully dedicated resident service coordinator will be helping to welcome and engage new households as the building is leasing up. This position will collaborate with the contracted community partner, Community Action, who will be providing housing stability and case management services to the 16 permanent supportive housing households. You will also be collaborating with other on-site community partners and building your leadership skills.

CPAH does not discriminate against any person on the basis of age, race, color, religion, sex, sexual orientation or gender identity, disability (physical, mental or developmental), familial or marital status, or national origin, in admission or access to, or treatment of, residents, employees or volunteers in any of its projects or programs.



The Resident Services Coordinator provides direct program implementation of CPAH's resident services programs and activities, focusing on eviction prevention and housing stabilization, at designated affordable housing sites. This position will be working to support many households and residents whose primary language is Spanish. This position will work closely in collaboration with the apartment property manager, service partner organizations supporting residents, and CPAH's Youth Program Coordinator. This position is part of a larger Resident Services Team, with multiple Resident Service Coordinators across other properties. Tasks include providing resource and referral information, coordinating with on-site property management and community-based services, organizing community building activities with our youth services coordinator, tracking outcomes and compiling reports, partnership development.

You will spend most of your time working onsite at Plambeck Gardens apartment community in Tualatin. This includes holding on-site resident services office hours, facilitating community building activities, collaborating with property management and community partners, and connecting residents to important resources in the community.

Primary Responsibilities:

- Provide community resources to households to support housing stabilization and assist with eviction prevention. Follow up on communication from property management regarding any tenants at risk of eviction.
- Support residents with move in process, including orientation to the building, property management and services.
- Coordinate with on-site property management to address resident issues.
- Coordinate closely with services provider(s) providing case management for residents living in CPAH properties to support housing stability.
- Coordinate and implement community building activities for residents to build a positive community culture.
- Understand and support the needs of vulnerable families living in affordable housing. Respond to needs as they arise through a variety of approaches including information sharing, community events, individual support in connecting to community resources.
- Support the CPAH Youth Program by working closely with the Youth Coordinator to plan and implement activities for youth and families onsite.
- Document activities and outcomes and assist management in compiling reports.
- Develop partnerships with community partners.
- Provide guidance to agency interns.

Qualifications:

To be successful a Resident Services Coordinator, you will need to meet the minimum qualifications and commit to building an inclusive work environment.

- At least two years' experience providing direct service in a social service setting, including work with families and youth.
- At least one year experience working with homeless individuals and families, including people with symptoms of mental health and substance use disorders.

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- Experience working with diverse populations providing culturally responsive services.
- Experience and ability to work with people who have housing barriers, challenges, and are vulnerable.
- Experience collaborating with team members, community partners and other service providers to meet resident needs by coordinating meetings on a regular basis.
- Desire and ability to work with affordable housing residents in an enriching, positive, and safe environment.
- Strong verbal and written communication skills, including ability to effectively communicate with upset individuals.
- Experience using resident centered, trauma informed, and de-escalation practices.
- Proven ability to work with efficiency and flexibility.
- Passionate about CPAH's mission and impact.
- Ability to maintain appropriate professional boundaries with residents.
- Ability to work independently and as part of a team.
- Proficiency in Microsoft Word
- Ability to enter and review data.

As an equal opportunity employer, CPAH is committed to building a culturally diverse and inclusive environment and we are actively seeking to recruit a diverse applicant pool.

Bilingual (Spanish/English) and/or multicultural individuals are strongly preferred and encouraged to apply. CPAH values experience working with historically underserved populations and communities of color and offers a pay differential for staff who can speak languages relevant to our resident community.

Studies have shown that women and people of color are less likely to apply for jobs unless they meet every one of the qualifications listed. We are most interested in finding the best candidate for the job, and that candidate may be one who comes from a less traditional background. If you meet key qualifications for the job, and believe you would be the best fit, we encourage you to apply; please use your cover letter or introductory email to explain how you will accomplish parts of the job for which you have less experience. If you are unsure whether you meet the qualifications of this position, please feel free to contact us.

CPAH values passion around affordable housing. And not to be understated, a sense of humor and desire to be part of a learning and growing team.

Unique Job Conditions:

Requires occasional participation in evening and weekend meetings or events.

Occasionally required to lift more than 25 pounds.

This job is primarily performed in an office setting and in apartment buildings where residents live, with minimal availability to work remotely as appropriate, determined in collaboration with supervisor.

To Apply:

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Both a resume and a cover letter are required. Cover letters describe your interest and qualifications (including equivalent experience) for this position, your commitment to diversity, equity, and inclusion, and your perspective on affordable housing in our community.

To apply for this job, email your cover letter and resume to jobs@cpahoregon.org.
For more information on CPAH, please visit our website at cpahoregon.org.

This position will be open until filled.

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