



**Mid-Columbia
Housing Authority**
Autoridad de Vivienda de Mid-Columbia



**Columbia Cascade
Housing Corporation**
a Non-Profit Entity

Job Posting

Resident Services Coordinator

Worksite Location: On Site at Mariposa Village – 780 Rand Rd Hood River, OR

Work Schedule: Full time at 36 hours per week – non-exempt

Pay: Starts at \$25.30 per hour, plus 3% additional pay for bilingual employees

Reports to: Executive Director

Application Deadline: Open until filled

Why work at Mid-Columbia Housing Authority and Columbia Cascade Housing Corporation?

Because you have a desire and shared mission to promote adequate and affordable housing, economic opportunities and a suitable living environment, free from discrimination to those who have barriers due to income or disability. We work as a team toward our mission with passion and empathy for those who have been marginalized and underserved. If you like to work in a fast-paced and collaborative environment, then this is the place for you!

General statement of work:

The Resident Services Coordinator is responsible for developing, implementing, and coordinating resident services that promote housing stability, self-sufficiency, health, and community engagement for residents of Mariposa Village Apartments. The Resident Services Coordinator serves as a resource navigator, advocate, and community builder who will connect residents with services and opportunities that enhance quality of life and support long-term housing success.

The Resident Services Coordinator works collaboratively with residents, property management staff, service providers, community partners and local agencies to address resident needs and foster a safe and inclusive community.

Essential Duties and Responsibilities:

- Build trusting relationships with residents through regular outreach and engagement.
- Assess resident needs and connect individuals and families with appropriate community resources and services.
- Plan, coordinate, and facilitate education workshops, community events, and resident activities, including management of on-site garden beds and food pantry.
- Develop programming that responds to resident interests and needs.
- Research and gather information on local resources to support residents of Mariposa Village and maintain an up-to-date directory of local resources, including health care and behavioral services, food assistance programs, employment and workforce development resources, financial education and coaching, childcare and youth services, transportation resources, and senior and disability services.
- Identify residents who may be at risk of housing instability and provide proactive support.
- Collaborate with property management to address issues affecting tenancy while maintaining resident confidentiality.
- Provide crisis intervention and de-escalation support when appropriate.
- Maintain accurate and timely records of resident interactions, referrals, outcomes, and program participation.
- Track service delivery metrics and program outcomes.
- Prepare reports required by funders, regulatory agencies, and organizational leadership.
- Ensure compliance with applicable program requirements and confidentiality standards.
- Maintain supplies and resources for resident programming.
- Support implementation of resident surveys and needs assessments.



**Mid-Columbia
Housing Authority**
Autoridad de Vivienda de Mid-Columbia



**Columbia Cascade
Housing Corporation**
a Non-Profit Entity

Additional Skills and Competencies:

- Strong understanding of housing stability and community-based services.
- Knowledge of local social service systems and community resources.
- Ability to build rapport and maintain professional boundaries.
- Excellent communication and interpersonal skills.
- Ability to work effectively with diverse populations without judgment.
- Strong organizational and time management skills.
- Ability to work independently and collaboratively.
- Proficiency in Microsoft Office and database management systems.

Education and Experience:

- High school graduate or equivalent
- Minimum two years of experience in social services, community outreach, affordable housing, case management, resident services, or a related field.
- Equivalent combination of experience, education, and training.
- Ability to speak Spanish preferred but not required.
- Valid driver's license and reliable transportation is required.

Benefits:

- Generous paid time off (Vacation, Sick, Administrative Leave, 11 paid Holidays)
- Excellent Medical, Dental, Vision, Life and Long-term disability coverage 100% paid by employer
- \$350 per month contribution into a 457 deferred compensation plan with ROTH option or flex spending account (health or dependent care)
- Training Opportunities
- Employee Assistance Program
- Flexible work schedule to encourage work-life balance
- As a public employer, our team members are eligible for Public Service Loan Forgiveness

Interested?

To apply, submit cover letter and resume to info@mid-columbiahousingauthority.org with the subject line of "[Your Name] – Resident Services Coordinator"

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties and skills. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

We are an Equal Opportunity Employer. All qualified persons are encouraged to apply. Applications for employment will be considered without regard to race, color, national or ethnic origin, religion, gender, gender identity, sexual orientation, marital status, age, disability and any other characteristics protected by applicable law. We appreciate differences and create opportunities for our team to interact with people who do not look like, talk like, think like, believe like, act like or live like they do.