



## **Native American Youth and Family Center**

5135 NE Columbia Boulevard | Portland, Oregon 97218

P (503) 288-8177 | F (503) 288-1260 | [www.nayapdx.org](http://www.nayapdx.org)

**The Mission of NAYA Family Center is “...to enhance the diverse strengths of our youth and families in partnership with the community through cultural identity and education”.**

### **Position Description**

<b>Position</b>	<b>Energy Assistance Specialist (Bi-lingual English &amp; Spanish)</b>
<b>Department/Program:</b>	Community Services Department; Client Services Program
<b>Compensation:</b>	\$16.00 hour
<b>Benefits:</b>	Paid time off is based on tenure with the agency and includes accruals of sick and vacation hours (see agency Personnel Policy manual for PTO accrual rates). NAYA recognizes 12 paid holidays per calendar year. NAYA also provides medical, dental, vision insurance, a Flexible Spending Account, and Life Insurance. Employees may enroll in a 401K retirement plan after 3 months of employment.
<b>Employment Status:</b>	Regular, Full-Time, Non-Exempt
<b>Hours:</b>	General working hours are 9am-6pm; flexible work schedule available upon approval; evenings and occasional weekends, as assigned.
<b>Supervision:</b>	No supervisory requirements
<b>Reports To:</b>	Housing & Energy Client Services Program Manager
<b>Job Location:</b>	Portland, OR
<b>Created/Revised:</b>	November 2017

#### **Position Description:**

The Energy Assistance Specialist will be responsible for providing direct services for clients of the Housing and Energy Assistance Programs. Responsibilities include providing information and service to individuals who are seeking energy assistance, determining individual's service eligibility, ensuring that all clients receive assistance in a professional, courteous manner, and ensuring that applications are processed correctly. This position also assists with checking all applications for accuracy, data entry, phone calls, filing, and reception for the energy department. Due to the nature of the service provided clients may be highly stressed; an ability to work well in a very busy environment and to de-escalate tense situations is necessary. The office environment is extremely busy and there are many more people seeking services than resources available. This position is primarily a direct service position (65%), with the balance of the time (35%) spent performing general administrative tasks and service coordination.

#### **Essential Functions:**

- Determine eligibility and process applications in the LIEAP/OEAP programs,
- Ability to work effectively under pressure and to manage, organize and prioritize many diverse and concurrent activities and responsibilities.
- Ability to interact with other staff, volunteers, clients, vendors, and the general public in a professional manner
- Ability to work independently.
- Turn in complete applications from your own energy appointments at the end of each day the same day the appointment is completed to the Housing & Energy Services Manager
- Submit your own NOAs (Notice of Actions) for all applications to the Housing & Energy Services Manager for any application needing correction within one working day to ensure the notice is mailed to the client in a timely manner. Make necessary notes regarding NOAs in OPUS and the energy database; including the date the NOA was completed, what is being requested of the applicant, or if the application has been denied.

# NAYA Family Center | Position Description: **Career Skills Development Coach**

## **Essential Functions, Continued:**

- Disburse client assistance funds, track program progress and complete program activity in compliance with funding sources and program priorities
- Provide program narrative documenting performance, challenges and program improvement recommendations
- Apply understanding of contractual guidelines and procedures for both adult- and youth-based programs, including enrollment and participant performance goals

## **Additional Duties:**

- Other duties as assigned by Other duties as assigned by Housing & Energy program
- Additional Duties:
  - Schedule Energy Assistance Appointments
  - Keep complete and orderly files
  - Perform accurate data entry into all data bases
- Additional NAYA Family Center Duties:
  - Understand and adhere to confidentiality
  - Coordinate wraparound services effectively with other NAYA Family Center programs and staff
  - Input data, and maintain NAYA and/or contractually required information database systems to track client information
    - Includes entering client data, assisting and/or preparing periodic reports
    - Database examples include but are not limited to: Efforts to Outcome (ETO), Service Point, OPUS etc.
  - Participate in trainings and/or meetings to ensure project outcomes are achievement
  - Represent NAYA with the utmost professionalism at community events and other public relations opportunities
  - Work as an active member of departmental team
  - Participate actively in cross-departmental team projects
  - Contribute to fostering a safe and secure environment for community members and staff

## **Qualifications:**

### Education & Training:

- Bachelor's Degree in Social Work, Counseling, or similar field
- An equivalent combination of education and experience may be an acceptable substitute
- Minimum of two years' experience in human services, preferably working with homeless families and individuals within the energy assistance programs.
- Knowledge and expertise in working with individuals and families on economic self-sufficiency issues
- Knowledge of local community, employment, business, and corporate resources
- Knowledge of Native American history, an understanding of the diversity of the local American Indian/Alaskan Native community and issues surrounding the Urban Indian experience required

### Certifications/Credentials:

- Certification (or ability to certify) and ability to maintain certification in Cardio Pulmonary Resuscitation (CPR), 1<sup>st</sup> Aid and Automatic External Defibrillator (AED)

### Experience:

- Experience working within diverse populations (specifically with the urban and reservation Native American population, including working within a tribe, board, or other organization) strongly preferred

# NAYA Family Center | Position Description: **Career Skills Development Coach**

## Experience, Continued:

- A minimum of one (1) year of experience in life performing direct services social work with low-income and culturally diverse populations, such as life skills training, case management, employment/job development services, youth development, and/or human services
- Demonstrated experience with pre-employment activities and job search development preferred
- Demonstrated experience with career skills development preferred
- Demonstrated experience conducting needs assessments and initiating support services preferred
- Bi-lingual English/Spanish

## Skills:

- Ability to manage and maintain a high-volume caseload of participants efficiently
- Ability to stay composed and exercise good judgment in stressful situations, such as dealing with distressed and/or demanding clients
- Ability to connect with clients in a manner that successfully motivates them to achieve better outcomes
- Ability to be extremely flexible when managing changing priorities and schedules, without compromising quality of outcomes, ability to complete tasks, or uphold commitments
- Ability to consistently apply sound decision-making procedures and a thorough analysis of the situation when solving problems
- Ability to meet multiple, sometimes conflicting deadlines or workload demands by applying strong organizational systems and efficiently managing time
- Ability to deal with different people and situations appropriately, including effective communication with people from diverse backgrounds
- Communication skills, active listening, verbal and written, including public presentation skills
- Proficient computer skills including:
  - Web-based research
  - Word Processing
  - MS Excel
  - Database use
  - Email
  - OPUS

**Work Environment:** 90% office/classroom, 10% outside office including travel time.

## **Physical Requirements:**

- Lifting a maximum of 30 pounds, sitting for extended periods of time.
- The employee may be required to sit for extended periods of time.
- *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

**Equipment Used:** Computer, phone, fax, copy machine.

**Safety Considerations:** Some travel may be required.

## **Other Requirements:**

1. Valid Oregon or Washington State Driver License (must be eligible to be an insured driver under NAYA Family Center's liability insurance policy)
2. Successful completion of a background investigation (including a fingerprint criminal history check)

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## **Application Procedures:**

Interested candidates should submit:

1. A Cover Letter addressing your qualifications for the position and why you are interested in joining the NAYA Family Center team
2. A current Resume
3. A completed NAYA Application for Employment Form

Application forms and additional information about employment at NAYA Family Center can be found at <http://www.nayapdx.org/about/jobs>.

**Application Deadline:** Accepting applications through 12/1/17

**Attention: Incomplete applications will not be considered.** Electronically submitted applications are preferred. Due to the sheer number applicants, only those applicants selected for an interview will be contacted. Please respect our no phone calls policy. This job description does not constitute an employment agreement and is subject to change by the employer due to changes in grants and funding sources.

### **Please send application materials to:**

Attn: Human Resources Manager  
Native American Youth and Family Center  
5135 NE Columbia Boulevard  
Portland, OR 97218  
Fax: (503) 288-1260  
E-mail: [hr@nayapdx.org](mailto:hr@nayapdx.org)