



Native American Youth and Family Center

5135 NE Columbia Boulevard | Portland, Oregon 97218
P (503) 288-8177 | F (503) 288-1260 | 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

Position:	Program Improvement Specialist
Department/Program:	Community Development
Compensation:	\$39,000 - \$44,000 per year
Employment Status:	Regular, Full-Time, Exempt
Benefits:	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.
Hours:	General working hours are 9am-6pm; flexible work schedule available upon approval; evenings and occasional weekends, as assigned.
Supervision:	No supervisory requirements
Reports To:	Director of Community Development
Job Location:	Portland, OR
Created/Revised:	September 5, 2017

Position Description:

The Program Improvement Specialist must be passionate about program data and supporting staff achieve contract outcomes and goals. This position will work with various programs in the Community Development Department and support their integration into our organizational data base, Efforts to Outcomes. The Program Improvement Specialist will help showcase, highlight, and communicate the successes and challenges of our programs and services, internally and externally, through narrative reports, social media, and electronic and print communications. We are looking for a big picture thinker capable of connecting dots across multiple Community Development programs and able to tell a captivating story. This position may be asked to perform occasional administrative tasks and provide support with some event coordination.

Essential Functions:

- Monitor and analyze data across multiple databases including Efforts to Outcomes, Outcome Tracker, and Social Solutions
- Support and coach various staff members across multiple programs as they track program data using our organizational database
- Write narrative progress reports, document program success and challenges using print and digital forms of communication
- Work closely and make critical recommendations to department director regarding program improvement and impact
- Provide administrative support to department director including maintaining a report schedule and helping meet critical report and grant deadlines
- Track critical report deadlines and compile necessary data for submission
- Work closely and collaboratively with NAYA’s Data and Evaluation Administrator to prevent duplication of duties and enhance each other’s work

Additional Duties:

NAYA Family Center | Position Description: **Business Innovation Coordinator**

- Meet multiple deadlines and workload demands by applying strong organizational systems and efficiently managing time
- Additional NAYA Family Center Duties:
 - Understand and adhere to strict confidentiality policies
- Maintain NAYA and/or contractually required information database systems to track client information in multiple databases: Efforts to Outcomes, Outcome Tracker, Social Solutions
- Participate in trainings and/or meetings to ensure program outcomes are achieved
- Represent NAYA with the utmost professionalism at community events and other public relations opportunities
- Work as an active member of the Community Development department
- Participate actively in cross-departmental team projects
- Contribute to fostering a safe and secure environment for community members and staff
- Other duties as assigned

Qualifications:

Education & Training:

- Bachelor's degree in Business, Marketing, Communications, Social Work, Sociology or similar field; and/or
- 3 years-experience successfully evaluating programs, tracking client data, measuring program success

Certifications/Credentials:

- Certification (or ability to certify) and ability to maintain certification in Cardio Pulmonary Resuscitation (CPR), First 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
- 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
- Experience working in community development programs such as small business development, housing, individual development accounts, and/or community engagement
- Demonstrated ability in project management/coordination
- Demonstrated skills in interpersonal communication, collaboration, and conflict resolution

Skills:

- Comfortable speaking in groups or with individuals.
- Organized self-starter and motivated
- Ability to deal with different people and situations appropriately, including effective communication with people from diverse backgrounds
- Ability to take initiative and prioritize tasks using time-management and problem-solving skills
- 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

Work Environment: 70% office, 30% outside office including travel time.

Physical Requirements:

- Lifting a maximum of 30 pounds, sitting for extended periods of time.

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- 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)

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: Open until filled, interviews to begin end of September

Attention: Incomplete applications will not be considered. Electronically submitted applications are preferred. Due to the sheer number of 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:

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