



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	Client Services Specialist
Department/Program:	Community Development; Housing and Energy Program
Compensation:	\$16.00/hr - \$18/hr based on experience
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 twelve paid holidays per calendar year. NAYA also provides medical, dental, and vision insurance, a Flexible Spending Account, and Life Insurance. Employees may enroll in a 401K retirement plan after 3 months of employment.
Employment Status:	Regular, Full-Time 40 hours per week, Non-Exempt
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:	Housing & Energy Client Services Program Manager
Job Location:	Portland, OR
Created/Revised:	December 2017

Position Description:

The Client Services Specialist is responsible for assisting families and individuals overcome housing and social barriers in order to achieve their self-sufficiency and personalized goals. This position’s main duties include working with 30 – 40 clients annually and providing them with intensive case management using an Assertive Engagement model. The Client Services Specialist will act as a liaison between clients, NAYA, and various agencies such as the Department of Human Services (DHS), Work Source, Home Forward, among others, to provide quality supportive services to program participants. This position will ensure each client in the Multnomah Stabilization Initiative (MSI) program will have an individualized development plan they are working towards achieving, and will work collaboratively with other staff members and clients in the Housing and Energy Program. This position is primarily a direct service position (70%), with some time (30%) spent performing general administrative tasks and service coordination.

Essential Functions:

- Manage case load of 30-40 clients to ensure a successful path to self-sufficiency, including:
 - Outreach to prospective program participants (recruitment and enrolling)
 - Perform intakes and assessments
 - Develop employment plans
 - Coordinate work readiness and skill-building activities
 - Support program retention efforts by providing coaching and mentoring services to participants
- Provide information, referral and advocacy for services and resources when a need or goal is identified to support a participant’s success
- Intentionally disburse program assistance funds to clients, track program progress, and complete program activities in compliance with funding sources and program priorities
- Provide program narrative reports documenting performance, challenges and program improvement recommendations

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- Apply understanding of contractual guidelines and procedures for both adult- and youth-based programs, including enrollment and participant performance goals
- Connect participants with community-based workforce development services and opportunities such as WorkSource Centers, Oregon Employment Department, and the DHS JOBS Programs
- Achieve project outcome goals in accordance with agency policies and procedures in a way that best meets clients' needs

Additional Duties:

- Coordinate wraparound services effectively with other NAYA Family Center programs and staff
- Effectively manage and maintain a high-volume caseload of participants
- Understand and adhere to confidentiality
- 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
 - Databases include but are not limited to: Efforts to Outcome, 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
- Other duties as assigned by Housing & Energy program Manager

Skills:

- 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

Qualifications:

Education & Training:

- Minimum of two years' experience in human services, preferably working with homeless families and individuals.
- Knowledge and expertise in working with individuals and families on economic self-sufficiency issues
- Knowledge of local community, employment, business, and corporate resources

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- 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
- Associates Degree, Bachelor's preferred, in Social Work, Counseling, or similar field
 - An equivalent combination of education and experience may be an acceptable substitute

Certifications/Credentials:

- Certification (or ability to certify) and ability to maintain certification in Cardio Pulmonary Resuscitation (CPR), 1st 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
- 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

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 is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell.
- The employee may be required to sit for extended periods of time.
- The employee must occasionally lift and/or move up to 30 pounds.
- Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- *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: 1/27/18

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Attention: Incomplete applications will not be considered. 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
Native American Youth and Family Center
5135 NE Columbia Boulevard
Portland, OR 97218
Fax: (503) 288-1260
E-mail: hr@nayapdx.org