



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:	Direct Services Manager
Department/Program:	Youth and Education Services; Direct Services Programs
Compensation:	Starts at \$45,000 annually or commensurate with 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 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.
Employment Status:	Regular, Full-Time, Exempt
Hours:	General working hours are 9am-6pm; flexible work schedule available upon approval; evenings and occasional weekends, as assigned.
Supervision:	Homeless Youth program staff and Gang Outreach program staff
Reports To:	Director of Youth and Education Services
Job Location:	Portland, OR
Created/Revised:	March 2014/June 2017/August 2018

Position Description:

This position is responsible for oversight of direct services to the Homeless Youth Services and Gang Outreach programming, overseeing a team of approximately ten staff members. Duties include supervision of assigned Youth Development Advocates and Gang Outreach workers as well as specialized positions supporting those teams, monitoring agency standards for best practices, grant writing and reporting, and program compliance and oversight.

Essential Functions:

- Oversight of the continuum of Homeless Youth (including Alcohol & Drug counseling) and Gang Intervention program objectives; ensure program operational requirements and objectives are fulfilled, including:
 - Overseeing multiple program offerings to ensure contract compliance and timely completion of reporting requirements
 - Collecting data and completing program evaluation for grant records
 - Collaborating with agency leadership to identify critical reporting data and model new programs within agency client database systems
 - Interfacing with staff and technical support providers to ensure agency client database systems are able to model programming needs
- Supervision of program staff, including:
 - Collaborating with NAYA Human Resources staff to recruit, screen, and select new program staff
 - Providing orientation, training, and ongoing support to program staff
 - Holding regular formal and informal supervision sessions with program staff (such as casual daily supervision, weekly individual supervision meetings, weekly program-wide staff meetings, and formal performance evaluations)

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- Thoroughly documenting performance concerns/disciplinary issues in accordance with the agency's progressive disciplinary policy
- Identify and pursue grants and new funding sources for the homeless youth and gang outreach programs
- Collaborate with external partners as necessary to form, maintain, and strengthen relationships that lead to improved services to program clients, including:
 - Establishing and maintaining effective working relationships with local organizations, schools and partnering agencies
 - Fostering effective communication, family engagement, and collaboration with clients, colleagues, NAYA staff, and community members
 - Maintaining an updated community resource directory

Additional Duties:

- Other duties as assigned by the Director of Youth and Education Services
- Additional Direct Services Manager Duties:
 - Support the growth and strengthening needs of the Homeless Youth and Gang Outreach programs by collaborating with department staff to develop additional services (as funding streams permit)
 - Work with departmental leadership to develop and maintain systems and ongoing staff training and development
- 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), eSIS, etc.
 - 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 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 or similar field required
 - A combination of equivalent education and experience may be an acceptable substitute
- Master's Degree in Social Work or similar field 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
- Knowledge and understanding of the local environment and educational system, including the elements necessary for personal and professional success
- Knowledge of local community resources, emergency services, and social service agencies, especially with low-income and ethnic minority clientele required
- Knowledge of the DSM V (Diagnostic and Statistical Manual of Mental Disorders version 5)
- General knowledge of implementing safety and security plans and procedures

Certifications/Credentials:

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

Qualifications, Continued:

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 four (4) years of experience working in Youth Development and/or social services focused on low-income and culturally diverse populations
- A minimum of four (4) years of progressively responsible (including supervisory) experience facilitating youth activities
- Demonstrated ability to use leadership and communication skills to form positive relationships with diverse community partners
- Demonstrated ability to apply an understanding of mental health issues occurring in childhood to clients
- Demonstrated ability to create client treatment plans and attain client treatment plan goals
- Demonstrated ability to implement and evaluate programs, including create and implement program policies and coordinating multiple concurrent program activities
- Experience managing Grants, including grant writing, reporting and evaluation
- Demonstrated ability to write Grants that are successfully awarded
- Demonstrated ability in project management (planning, organizing, prioritizing work and follow-through)

Skills:

- Ability to stay composed and exercise good judgment in stressful situations, such as dealing with distressed and/or demanding clients
- Ability to collaborate with others as an active and productive team member and team leader (including staff members, community volunteers, and program participants)
- 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 meet multiple, sometimes conflicting deadlines or workload demands by applying strong organizational systems and efficiently managing time
- Ability to consistently apply sound decision-making procedures and a thorough analysis of the situation when solving problems
- Ability to deal with different people and situations appropriately, including effective communication with people from diverse backgrounds
- Ability to facilitate and organize staff development opportunities, including creating and performing employee trainings
- Exceptional written communication skills, including preparing publications that are error-free, and applying highest standards of integrity to document composition
- Exceptional verbal communication skills, including persuasive oral communication, leading public presentations, and engaging in active listening
- Proficient computer skills, including:
 - Web-based research
 - Word Processing
 - MS Excel
 - Database use
 - Email
- Specific computer skills including:
 - Client/case management database systems (such as Efforts to Outcomes and Service Point)

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Work Environment: 80% office/classroom, 20% 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, label machine.

Safety Considerations: Some travel may be required.

Other Requirements:

1. Successful completion of a background investigation (including a fingerprint and 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

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