

# NAYA Family Center | Position Description: Youth Advocate



## 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>Youth Development Advocate</b>
<b>Department/Program:</b>	Youth and Education Services Department; Homeless Youth Services Program
<b>Compensation:</b>	Starts at \$15-\$17/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>	Direct Services Manager
<b>Job Location:</b>	Portland, OR
<b>Created/Revised:</b>	May 2017

#### Position Description:

The Youth Development Advocate works with young people (ages 15-24 years old) to facilitate their personal and social development, to create healthy and on-going support systems and foster relationships that enable them to gain a voice, influence, and place in their community as they transition to independence. This position works with youth identified as being homeless by providing prevention activities, which are designed to build and strengthen their identity and role within the community. Duties include providing a range of support services directly to youth assigned to caseload, as well as performing auxiliary tasks that indirectly facilitate overall quality and integrity of services provided. This position is primarily a direct service position (80%), with the balance of the time (20%) spent performing general administrative tasks and service coordination.

#### Essential Functions:

# NAYA Family Center | Position Description: Youth Advocate

- Provide intervention, support, information, referral and advocacy for youth assigned to caseload, as well as other youth in the program as needed
  - Actively advocate on behalf of clients seeking safety
    - Working collaboratively with youth to address their full range of needs
      - Locating, coordinating, or providing transportation services
- Manage crisis and provide service intervention as needed
  - Locating, distributing, or providing emergency crisis intervention supplies
- Create and nurture protective factors (such as caring relationships, high expectations, and relevant and meaningful participation) in each youth's environment
  - Establishing relationships that encourage positive social and emotional development
  - Integrating and reconnecting youth with natural supports and community resources

## Essential Functions, Continued:

- Facilitate youth engagement and self-determination
  - Engaging youth to build and strengthen their identity and role in the Native community
  - Facilitating interdepartmental activities to engage youth
    - Providing engagement services to unaccompanied youths while in host home/shelter placement, to assist them in reunification, if appropriate, or acquire an alternate safe, stable placement
- Provide referrals to other services as needed
  - Connecting clients with family or other counseling services as needed to prevent or mitigate youth homelessness
    - Presenting program information to referral agencies
- Maintain documentation in a timely, thorough and accurate manner in accordance with agency guidelines and as required by funding sources
  - Gathering basic demographic information (such as age, educational level, family and/or intimate relationship information, and current living situation)
    - Documenting and recording all client information and interaction
    - Assisting in database management, including entering client data
    - Preparing required activity reports and participating in program evaluation activities (such as programmatic and fiscal reports)

## Additional Duties:

- Other duties as assigned by Direct Services Manager or Director of Youth and Education Services
  - Additional Youth Development Advocate Duties:
    - Assist in developing resources and options for homeless youth
      - Work with NAYA staff and community partners to provide accessible services to homeless youth
      - Assist in developing resources for youth in need
    - 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, Counselor Max, SAGE Fund Accounting, Raisers Edge, 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

# NAYA Family Center | Position Description: Youth Advocate

## Qualifications:

### Education & Training:

- Bachelor's Degree in Social Work, Counseling, Education, or similar field required ○ An equivalent combination of education and experience may be an acceptable substitute
- Master's Degree in Social Work preferred
- Knowledge of service systems and clinical issues related to out-of-home youth
- Knowledge and expertise in working with individuals and families
- 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

## Qualifications, Continued:

### 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
- Experience in youth development and/or human services with low income and/or culturally diverse populations required
- Experience working with homeless youth issues, including youth risk prevention work preferred
- Demonstrated ability to manage and maintain caseload of 25-40 youth efficiently
- Demonstrated ability to elicit client participation and involvement in individual and program planning and evaluation
- Demonstrated skills working with youth in individual and group settings

### 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 communicate with and develop positive relationships with youth, including skills such as:
  - Listening in a non-judgmental way
  - Using respectful language
  - Being direct and clear as appropriate
  - Avoiding power struggles
  - Honoring client confidentiality
  - Communicating effectively with both young people and adults
- Ability to connect with clients in a manner that successfully motivates them to achieve better outcomes
- Ability to develop and maintain professional and trusting relationships
- Ability to actively support and work with sexual minority and culturally diverse staff, participants, and community □
  - Ability to work independently and efficiently in a variety of community-based, non-traditional settings □
  - Ability to work in an interdisciplinary team setting
- Ability to consistently apply sound decision-making procedures and a thorough analysis of the situation when solving problems
- 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 deal with different people and situations appropriately, including effective communication with people from diverse backgrounds

# NAYA Family Center | Position Description: Youth Advocate

- Ability to respect and honor cultural and human diversity, including:
  - Exhibiting an awareness of commonalities and differences (such as gender, race, age, culture, ethnicity, class, religion, disability) among youth of diverse backgrounds and shows respect for those of different talents, abilities, sexual orientation and faith
  - Building on diversity among and between individuals to strengthen the program community and the community at large
  - Serving as a role model for the principles of inclusion and tolerance
  - Understanding and respecting culture of youth/families
- Communication skills, active listening, verbal and written, including public presentation skills

## **Qualifications, Continued:**

### Skills, Continued:

- Proficient computer skills including:
  - Web-based research
  - Word Processing
  - MS Excel
  - Database use
  - Email

**Work Environment:** 40% office/classroom, 60% 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)

**Application Procedures:** Interested candidates should submit a cover letter addressing their qualifications for the position and why they are interested in joining the NAYA Family Center team. Please also enclose a NAYA application and your resume. Applications and the official position description can be obtained online at <http://www.nayapdx.org/about/jobs>

**Application Deadline:** Open until filled. Applications received prior to 8/26/18 will receive priority.

**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

**NAYA Family Center** | Position Description: **Youth Advocate**

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)