



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:	Housing & Energy Support Specialist
Department/Program:	Community Development; Housing & Energy Services Program
Compensation:	Starts at \$16.00 hourly 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, Non-Exempt
Hours:	General working hours are 9am-6pm; flexible work schedule available upon approval; evenings and occasional weekends, as assigned; 40 hours per week.
Supervision:	No supervisory requirements
Reports To:	Housing to Homeownership Manager
Job Location:	Portland, OR
Created/Revised:	September 2018

Position Description:

Housing & Energy Administrative Assistant will provide a wide range of administrative and office support activities for the Energy Assistance and Housing Programs; within the Housing and Energy Services department. The Programs assist low income and homeless households with all stages of housing placement and stability. Responsibilities will 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. This position will work closely with the Housing to Homeownership Manager in all facets of office administration and support duties.

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

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- 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
- Maintain and input data for 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, ITRAC, OPUS and Excel.
- Maintain documentation in a timely, thorough and accurate manner in accordance with agency guidelines and as required by funding sources
 - Assist with 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
- Maintain and administer financial information
 - Check requests
 - Receipt documentation
- Maintain all administrative functions in the office
 - Maintain electronic and hard copy filing system
 - Open, sort, and distribute incoming correspondence
 - Prepare documentation for correspondence, reports, and emails
 - Handle requests for information and data

Additional Duties:

- Other duties as assigned by Housing to Homeownership Manager and the Director of Community Development
- Additional NAYA Family Center Duties:
 - Understand and adhere to confidentiality
 - Coordinate wraparound services effectively with other NAYA Family Center programs and staff
 - 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
 - Adhere to and demonstrate NAYA core values
 - 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:

- Associates Degree in Social Work, Human Services, or similar field preferred
 - An equivalent combination of education and experience may be an acceptable substitute
- 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 preferred
- 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

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:

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- A minimum of two (2) years of administrative assistant experience required
- A minimum of one (1) years of experience in case management preferred
- Experience working with low income families preferred
- Experience working with homeless individuals and/or families preferred
- Experience in human/social/direct/educational services with low income and culturally diverse populations preferred

Skills:

- Ability to manage and maintain a high-volume of administrative tasks efficiently
- Ability to actively support and work with culturally diverse staff, participants, and community
- Ability to quickly adapt and 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
- Communication skills, active listening, verbal and written, including public presentation skills
- Ability to type 40 words per minute
- Proficient computer skills including:
 - Web-based research
 - Word Processing
 - Database use
 - MS Excel
 - Email
 - OPUS
 - Service Point

Work Environment: 95% office/classroom, 5% 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) required
2. Successful completion of a background investigation (including a fingerprint criminal history check; see http://www.pps.k12.or.us/files/security-services/Disqualifying_convictions.pdf for more information)

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>.

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