



## 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

<b>Position</b>	<b>Energy Assistance Specialist</b>
<b>Department/Program:</b>	Community Services Department; Client Services Program
<b>Compensation:</b>	\$16.00 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 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.
<b>Employment Status:</b>	Regular, Full-Time 40 hours per week, 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>	Housing to Homeownership Manager
<b>Job Location:</b>	Portland, OR
<b>Created/Revised:</b>	October 2018

#### Position Description:

The Energy Assistance Specialist will be responsible for providing direct services for clients of the Energy Assistance Program. Responsibilities 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.

#### Essential Functions:

##### Essential Functions, Continued:

- Disburse client assistance funds, track program progress and complete program activity in compliance with funding sources and program priorities
- Provide program narrative documenting performance, challenges and program improvement recommendations
- Apply understanding of contractual guidelines and procedures for both adult- and youth-based programs, including enrollment and participant performance goals

#### Additional Duties:

- Other duties as assigned by Other duties as assigned by Housing & Energy program
- Additional Duties:
  - Schedule Energy Assistance Appointments

- Keep complete and orderly files
- Perform accurate data entry into all data bases
- 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), 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

**Qualifications:**

Education & Training:

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

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, Continued:

- 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
- Bi-lingual English/Spanish

### 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 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
  - OPUS

**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 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:  
Human Resources  
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)