



# Native American Youth and Family Center

5135 NE Columbia Blvd, Portland, OR 97218 | p 503.288.8177 | f 503.288.1260 | 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”.**

## Housing Advocate

<b>Position:</b>	<b>Housing Advocate</b>
<b>Department/Program:</b>	Community Development Department, Housing Program
<b>Compensation:</b>	\$16 - \$20.00 per hour, or commensurate with experience
<b>Benefits:</b>	Paid time off is based on tenure with the agency and includes accruals of sick and vacation hours. NAYA recognizes twelve paid holidays per calendar year. NAYA also provides medical, dental, vision insurance 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>	Housing to Homeownership Manager
<b>Job Location:</b>	Portland, OR
<b>Created/Revised:</b>	March 2020

### Position Description:

The Housing Advocate will advocate for families/households’ efforts to obtain housing resources and support from public and private organizations (including landlords, employers, and government agencies). The Mobile Housing Advocate’s responsibilities center on building relationships with the program’s diverse clientele by fostering trust and supporting their strengths and capabilities in a fully engaging manner (regardless of clients’ backgrounds, personal histories, and/or household compositions).

Duties include providing a range of support services directly to households 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 with time spent performing general administrative tasks and service coordination.

### Essential Functions:

- Initiate and support processes that reduce harm to homeless families and promote transition into permanent housing, including:
  - Integrating and connecting families with appropriate supports and community resources (such as employment or financial assistance)
  - Locating, coordinating, and/or providing transportation services
- Facilitate actual transitions into more stable housing situations, including:
  - Assisting individuals with moving their belongings into and out of camps/apartments
  - Providing logistical support and communication with service providers and other stakeholders (such as landlords, utility companies, etc.)

# NAYA Family Center | Position Description: **Housing Advocate**

- Provide and maintain continued support to promote housing stabilization with recently housed families for an appropriate minimum time length (usually six months or longer), including:
  - Regularly visiting newly placed families in their homes
  - Building constructive relationships with landlords
- Build and maintain collaborative relationships with property managers, police, social service agencies, businesses, and neighborhood organizations, including:
  - Working with area landlords to ensure and expand housing options for homeless families
- Maintain documentation in a timely, thorough and accurate manner in accordance with agency guidelines and as required by funding sources
  - Gathering 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
  - Preparing required activity reports and participating in program evaluation activities (such as programmatic and fiscal reports)

## **Additional Mobile Housing Advocate Duties:**

- Other duties as assigned by Housing to Homeownership Manager
- 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) and Service point
  - 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, Human Services, or similar field preferred; high school diploma or GED required
  - An equivalent combination of education and experience may be an acceptable substitute
- Knowledge of underlying issues impacting homelessness and poverty (such as trauma and mental illness) required
- Knowledge of local community resources, emergency services, and social service agencies, especially with low-income and ethnic minority clientele required
- 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
- Two (2) years of experience working with homeless individuals and/or families required

# NAYA Family Center | Position Description: **Housing Advocate**

- Experience using the Assertive Engagement and Housing First model of service delivery preferred
- Demonstrated experience working with landlords/property management preferred
- 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 actively support and work with broadly diverse staff, participants, and community members
- 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 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

**Work Environment:** 70% office/classroom, 30% outside office including travel time.

## **Physical Requirements:**

- 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 50 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; see [http://www.pps.k12.or.us/files/security-services/Disqualifying\\_convictions.pdf](http://www.pps.k12.or.us/files/security-services/Disqualifying_convictions.pdf) for more information)  
[Fingerprinting information ONLY applies to "Subject Individual" positions]

## **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>.

# NAYA Family Center | Position Description: **Housing Advocate**

**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](mailto:hr@nayapdx.org)