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 Navigator

Position: Housing Navigator
Department/Program: Community Development Department, Housing Program
Compensation: $16 - $20.00 per hour, or commensurate with experience
Benefits: 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.

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.
Supervision: No supervisory requirements
Reports To: Housing to Homeownership Manager
Job Location: Portland, OR
Created/Revised: April 2020

Position Description:
The Housing Navigator will engage families from the family queue who are next to participate in family system services. The Navigator will participate in engagement and navigation activities with families to facilitate a smooth and rapid transition into housing resources. Engagement and navigation activities may include, but are not limited to, relationship development, information and referral, vulnerability assessment, barrier mitigation and document readiness. The Navigator will also participate in a case conferencing process with the Coordinated Access team twice per month where families are matched and referred to resources according to resource availability, program capacity and needs of the household.

Essential Functions:
• Work closely with families near the top of the prioritized waitlist to verify eligibility for a variety of housing resources.
• Utilize the VIF-SPADAT, the assessment tool to assess vulnerability.
• Document readiness i.e., birth certificates, identification and other documentation associated with lease ability.
• Provide barrier mitigation to facilitate a rapid transition into housing upon referral, using HMIS ServicePoint, update assessment and related data as appropriate.
• At a minimum, enter one case note per month per household into ServicePoint, including client encounters.
• Facilitate a smooth transition between the household and the housing provider, Mobile Housing Team or appropriate placement (once a referral has been made through Coordinated Access).
• Initiate and support processes that reduce harm to homeless families and promote transition into permanent housing, including:
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- Integrating and connecting families with appropriate supports and community resources (such as employment or financial assistance)
- Locating, coordinating, and/or providing transportation services

Additional Housing Navigator 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 Cardiopulmonary Resuscitation (CPR), 1st Aid and Automatic External Defibulator (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
- 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
- Ability to connect with clients in a manner that successfully motivates them to achieve better outcomes
- 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
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- Proficient computer skills including:
  - Web-based research
  - 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)

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