



# Native American Youth and Family Center

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**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>Parent-Child Support Specialist</b>
<b>Department/Program:</b>	Family Services Department, Early Childhood Services Program
<b>Compensation:</b>	\$17.00 hourly
<b>Benefits:</b>	Paid time off is based on tenure with the agency and includes accruals of sick and vacation hours. 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 between 9am-6pm; flexible work schedule available upon approval; evenings and occasional weekends, as assigned
<b>Supervision:</b>	No Supervisory Requirements
<b>Reports To:</b>	Director of Family Services
<b>Created/Revised:</b>	September 2020

### Position Description:

The Parent-Child Support Specialist is trained in and implements the Parents as Teachers home visiting model, using curriculum which covers a variety of parent education modules (including information on child development, supportive learning environments and activities, etc.). Duties include conducting weekly home visits for a caseload of approximately 10-15 families with children ages 0-5 years old, and facilitating a weekly parent-child group. The Parent Support Specialist is responsible for data collection, reporting, and client case management duties. This position is primarily a direct service position (80%), with the balance of the time (20%) spent performing administrative tasks.

### Essential Functions:

- Provide intensive home visiting services using the Parents as Teachers model, including:
  - Assisting clients in understanding the importance of supporting child development
  - Engaging in age-appropriate activities
  - Supporting the child(ren)'s growth and development
- Empower clients to take an active and engaged role in parenting and their child's development and education, including:
  - Assisting clients in engaging with early childhood education both in home and in school settings
  - Assisting clients in accessing supportive services for their children if needed
- Connect families to needed resources in the community, including:
  - Referring families to community agencies to obtain support and resources where necessary
  - Following up with families to assure satisfaction with services provided by community agencies
- Maintain a current and accurate record keeping system, including:
  - Consistently entering data and running reports (utilizing proprietary database systems) according to necessary due dates and regulations

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- Provide support and advocacy for clients as needed with outside agencies (such as the Department of Human Services Child Welfare and Self Sufficiency program, Head Start, and other educational institutions)

## **Additional Duties:**

- Support other programs by providing childcare, generally in the evenings as needed
- 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), Counselor Max, SAGE Fund Accounting, Raisers Edge, Service Point, 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
- Other duties as assigned by the Director of Family Services

## **Qualifications:**

### Education & Training:

- Bachelor's Degree in Education, Human Services, Social Work, or related field preferred
  - A combination of equivalent education as well as lived experience may be an acceptable substitute
- Knowledge of child development, early childhood education systems, and parent engagement 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
- A minimum of two (2) years of experience in human/social/direct/educational services with low income and culturally diverse populations preferred
- Demonstrated ability to engage families and provide meaningful parent education preferred
- Demonstrated skills in communication, conflict management, and relationship building with at-risk clients preferred
- Demonstrated experience providing social services/case management to families preferred

### 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

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- 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
- Bilingual/Bicultural preferred

**Work Environment:** 20% office/classroom/home/remotely, 80% outside office including travel time. Much of this position will happen through telework (video conferencing and telephone) during the COVID-19 crisis.

## 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.
- Lifting a maximum of 30 pounds, sitting for extended periods of time.
- The employee may be required to sit for extended periods of time.
  - 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 or must be able to obtain one upon hire (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 [https://www.pps.net/cms/lib/OR01913224/Centricity/Domain/60/Forms%20-%20Fingerprinting/Disqualifying\\_Convictions\\_2015.pdf](https://www.pps.net/cms/lib/OR01913224/Centricity/Domain/60/Forms%20-%20Fingerprinting/Disqualifying_Convictions_2015.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>.

**Application Deadline:** Open Until Filled

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**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 Manager  
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)