



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”.

Position Description

Position:	Volunteer Coordinator
Department/Program:	Administration/Office of the Executive Director
Compensation:	Starts at \$17.00 - \$21.00 hourly
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:	Full-time, Non-Exempt
Hours:	Hours of operation are between 9am-6pm; flexible part-time work schedule available with approval; evenings and occasional weekends, as assigned.
Supervision:	No supervisory requirements
Reports To:	Human Resources Manager
Job Location:	Portland, OR
Created/Revised:	October 2020

Position Description:

The Volunteer Coordinator, coordinates, and manages the volunteers for both direct and indirect services, including special events. This position will work and collaborate with department managers, directors, and staff to fulfill volunteer needs for the NAYA Family Center. The Volunteer Coordinator will strengthen and formalize current systems for community volunteer outreach, recruitment, training, and retention in order to expand quality services to NAYA clients as the Volunteer Program prepares to transition into a permanent component of NAYA's organizational structure. The Volunteer Coordinator also serves as the initial point of contact for community members and service partners who request information about volunteering at NAYA and general information. The Volunteer Coordinator should be knowledgeable with all of the NAYA programming and wrap around services provided.

Essential Functions:

- Screen potential volunteers using an application and interview process
- Communicate with volunteers via email, in person, and telephone response to inquiries
 - Initial point of contact, follow up, and coordination
- Maintain volunteer records; including application, emergency contact information, contact log, record of attendance, record of training, and other pertinent documents
 - Run State background checks
 - Maintain volunteer database
- Recruit agency volunteers using a variety of techniques such as tabling, community presentations, internet postings, and educational settings

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- In collaboration with the NAYA staff, facilitate the placement of volunteers into appropriate NAYA programs and/or projects and special events
 - Work with all staff to assist with the supervision and needs of volunteers
- Conduct agency volunteer orientations and initial onboarding
- Work to create a supportive volunteer culture
 - Recognize the contributions of volunteers by advocating on their behalf
 - Recognize volunteers for their contributions to NAYA in both informal and formal ways
- Integrate knowledge of best programming practices (both internal and external) along with the agency's Strategic Plan to create a long-term sustainability plan for the Volunteer Program

Additional Duties:

- Other duties as assigned by the Human Resources Manager
- Additional NAYA Family Center Duties:
 - Understand and adhere to confidentiality
 - Communicate and refer 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), Raisers Edge, Volgistics, 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
 - Contribute to fostering a safe and secure environment for community members and staff

Qualifications:

Education & Training:

- Associates Degree or Bachelor's Degree preferred; a combination of equivalent education and experience may be an acceptable substitute
- High School Diploma or Equivalency 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), 1st 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 one (1) years of experience with volunteer organizing services with culturally diverse populations preferred
- A minimum of one (1) year experience with event planning, community or public relations activities or any combination of experience and training which would provide the required knowledge, skills and abilities
- Demonstrated skills in communication and relationship building preferred

Skills:

- Ability to manage and maintain a high-volume workload efficiently
- 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

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- Word Processing
- MS Excel
- Database use
- Email

Work Environment: 90% office/home/remotely, 10% outside office including travel time. Part of the position work 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.
- 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 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) https://www.pps.net/cms/lib/OR01913224/Centricity/Domain/60/Forms%20-%20Fingerprinting/Disqualifying_Convictions_2015.pdf for more information)
3. Successful completion of a DHS Background Check Unit

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: October 18, 2020

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
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Fax: (503) 288-1260
E-mail: hr@nayapdx.org