



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:	Energy Assistance Coordinator
Department/Program:	Community Development
Compensation:	Starts at \$47,000 and will commensurate based on 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, Exempt
Supervision:	Two Energy Assistance Specialists
Reports To:	Housing and Stabilization Services Director
Created/Revised:	August 2021

Position Description:

The Energy Assistance Coordinator is responsible for coordinating NAYA’s Energy Assistance Program and supervising Energy Assistance Specialists. The program serves hundreds of low-income residents who need financial support with utility assistance. The coordinator will ensure high quality, trauma informed, direct services are provided for clients who need this assistance. This position must be able to work well in an environment with a high volume of calls from clients, as well as meeting with clients who are in stressful situations. This position must be able to engage clients using a positive and friendly approach as well be able to deescalate tense situations if necessary. The Energy Assistance Coordinator must be able to collaborate, support, communicate well, guide and supervise the Energy Assistance Specialists. This position is primarily a direct service position (60%), with the balance of the time (40%) spent performing general administrative tasks and service coordination. This position requires consistent contact with clients, regular communication with Multnomah County and collaboration with partner organizations, property management companies, and the community.

Essential Functions:

- Excellent follow through, attention to detail and excellent communication through one on one meetings, phone, and e-mail
- Energy assistance service delivery outside of the office, on-site in the community
- Disburse client assistance funds, track program progress and complete program activity in compliance with funding sources and program priorities
- Write work plans and program narratives documenting performance, challenges, and program improvement opportunities
- Communicate, collaborate, and coordinate with other team members of the energy program
- Understand and follow contractual guidelines and procedures of the Energy Assistance Program
- Meet regularly with staff, provide clear guidance, supervision, and perform employee evaluations
- Draft program work plans and coordinate program outreach efforts under the supervision of the Director of Housing and Stabilization Services

NAYA Family Center | Position Description: **Energy Assistance Coordinator**

Essential Functions continued:

- Support auditing client files, conduct the 10-point reviews, and ensure corrective actions are addressed
- Receive and manage referrals from the energy line and energy email

Additional NAYA Family Center Duties:

- Support energy program staff maintain complete and orderly files, and regularly audit client files
- Update the energy assistance voicemail with IT request & email to staff of next opening, break up hotline list & email to team
- Support with administrative tasks like scheduling energy assistance appointments, facilitating program meetings, and addressing client file corrections as requested by the county
- Understand and adhere to confidentiality
- Regularly input client data in our database systems to track client information, including Efforts to Outcome (ETO) and OPUS
- 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 and 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 Housing and Stabilization Services

Qualifications:

Education & Training:

- GED or High School Diploma required; associates degree preferred
- Minimum of two-years of experience in direct client facing services, preferably working with people seeking resources
- 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), 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

Skills:

- Ability to stay composed and exercise good judgment in stressful situations, such as dealing with distressed and/or clients experiencing stress
- 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

NAYA Family Center | Position Description: **Energy Assistance Coordinator**

Skills continued:

- MS Excel
- Database use
- Email

Work Environment: 80% office/classroom/home/remotely, 20% outside office including travel time. Much of the 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.
- 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; see 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

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