



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

Position:	Outreach Case Manager
Department/Program:	Youth and Education Services Department, Outreach
Compensation:	Starts at \$21.00 hourly 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:	Flexible working hours Tuesdays through Saturdays; mainly afternoons and evenings. Typical shift is 2:00pm – 11:00pm. Some day shifts will be required.
Supervision:	No supervisory requirements
Reports To:	Direct Services Manager
Job Location:	Portland, OR
Created/Revised:	Revised September 2021

Position Description:

The Outreach Case Manager provides intensive case management to high-risk gang-involved youth and young adults. The case managers will utilize culturally-specific skills to meet youth where they are at. Case managers will work with youth to facilitate personal and social development, to create healthy and on-going support systems and foster relationships that enable them to gain a voice, influence, and place in their community. This position works in collaboration with the City of Portland Mayor’s Office of Violence Prevention (OVP) to provide outreach services for at-risk youth and their families. This position is primarily a direct service position (80%) with the balance of the time (20%) spent performing general administrative tasks and service coordination.

Essential Functions:

- Case Managers will provide culturally specific wraparound services and culturally appropriate resources and referral to NAYA wrap around services. NAYA will use the Relational World View model to assess the needs of each client to determine the type and level of services needed based on risk of engagement in gun violence.
- Case Managers connect trauma-informed assertive engagement with the Relational Worldview Model, which places Indigenous understanding that there must be balance between the mind, body, spirit, and community/context. Specific supports and services in this culturally-specific model range from wraparound assistance with basic resources to family engagement, community assessments and intensive case management
- Working collaboratively with youth to address their full range of needs
- Manage crisis and provide service intervention as needed

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Essential Functions continued:

- Locating, distributing, or providing emergency crisis intervention supplies
- Create and nurture protective factors (such as caring relationships, high expectations, and relevant and meaningful participation) in each youth's environment
- Provide intervention outreach services around the City of Portland identified hot spots for gang related activity during hours of highest need
- Identify and intervene gang impacted young people and refer to appropriate services for resources
- Manage crisis and provide service intervention as needed
- Attend meetings with the Street Level Gang Outreach Team and the OVP to coordinate service delivery; as well as bi-monthly Community Peach Collaborative meetings through OVP
 - Facilitate youth engagement and self-determination Engaging youth to build and strengthen their identity and role in the Native community Facilitating interdepartmental activities to engage youth
- Maintain documentation in a timely, thorough, and accurate manner in accordance with agency guidelines and as required by funding sources
 - Preparing weekly reporting as required by the OVP
 - Assisting in database management, including entering program data
 - Preparing required activity reports and participating in program evaluation activities (such as programmatic and fiscal reports)

Additional Duties:

- Additional Outreach Case Manager Duties:
- Other duties as assigned by Direct Services Manager or Director of Youth and Education Services
- 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, 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

Qualifications:

Education & Training:

- College graduate preferred with Bachelor's Degree in Social Work, Counseling, Education, or similar field required
 - An equivalent combination of education and experience may be an acceptable substitute
- Knowledge of service systems and gang related issues related to out-of-home youth
- Knowledge and expertise in working with gang affected youth and their families
- Knowledge of local community resources and experience with workforce system and social service agencies, especially with low-income and ethnic minority clientele
- 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

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Qualifications continued:

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
- Three (3) years of experience in youth development and/or human services with low income and/or culturally diverse populations required
- Experience working with gang-related issues; including youth prevention and intervention
- Demonstrated ability to elicit client participation and involvement in individual and program planning and evaluation
- Demonstrated skills working with youth in individual and group settings

Skills:

- Ability to deal with different people and situations appropriately, including effective communication with people from diverse backgrounds
- Ability to communicate with and develop positive relationships with youth, including skills such as:
 - Listening in a non-judgmental way
 - Using respectful language
 - Being direct and clear as appropriate
 - Avoiding power struggles
 - Honoring client confidentiality
- 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 consistently apply sound decision-making procedures and a thorough analysis of the situation when solving problems
- Ability to work in high-risk community settings during non-traditional hours
- 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: 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 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.

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Physical Requirements continued:

- 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 which requires an Oregon or Washington)
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)
3. Must be fully vaccinated for COVID-19 (two weeks after a two dose or one dose regiment) before start date.

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