



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:	MSI Housing Advocate
Department/Program:	Housing & Stabilization Services Department, Housing Services
Compensation:	Starts at \$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 Services Manager
Job Location:	Portland, OR
Created/Revised:	December 2021

Position Description:

The MSI Housing Advocate will support families/households' efforts to obtain housing resources and support from public and private organizations (including landlords, employers, and government agencies). The Housing Advocate's responsibilities center on building relationships with the program's diverse clientele by fostering trust and supporting their strengths and capabilities in a fully engaging manner (regardless of clients' backgrounds, personal histories, and/or household compositions).

Duties include providing a range of resources and services directly to households assigned to caseload. This position is primarily a direct service case management position with some time spent performing administrative tasks and service coordination. This position is part of the Multnomah Stability Initiative, which targets families with children under 18 years old, who are currently housed, whose income is at or below 125% of the Federal Poverty Level, who will engage in long-term case management, and who are able to participate in activities designed to increase their income. The Housing Advocate's role is to remove or help remove obstacles that block the achievement of self-sufficiency for families attempting to secure and retain meaningful employment.

Essential Functions:

- Initiate and support processes that reduce harm to low-income families and promote transition into sustainable housing, including:
 - Integrating and connecting families with appropriate supports and community resources (such as employment or financial assistance)
 - Locating, coordinating, and/or providing transportation services
- Facilitate actual transitions into more affordable and stable housing situations, including:

Essential Functions continued:

- Providing logistical support and communication with service providers and other stakeholders (such as landlords, utility companies, etc.)
- Providing support to each family as they choose from a menu of flexible and aligned services that promote hope, leadership, community and stability
 - Provide and maintain continued support to promote housing stabilization with families for an appropriate minimum time length (usually six months or longer), including:
 - Build and maintain collaborative relationships with property managers, police, social service agencies, businesses, and neighborhood organizations, including working with area landlords to ensure and expand housing options for families

Maintain client documentation in a timely, thorough and accurate manner in accordance with agency guidelines and as required by funding sources including preparing required activity reports and participating in program evaluation activities

Additional Housing Advocate Duties:

- Other duties as assigned by Housing Services 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 of two years of experience working with clients 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 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
- Two (2) years of experience working with low income 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, such as dealing with distressed and/or demanding clients

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Experience continued:

- Ability to connect with clients in a manner that successfully motivates them to achieve better outcomes
- Ability to actively support and work with broadly diverse staff, participants, and community members
- 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
- Proficient computer skills including:
 - Web-based research
 - Word Processing
 - MS Excel
 - Database use
 - Email

Work Environment: Currently 100% working remotely.

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 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

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