



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 Scheduling Specialist
Department/Program:	Housing and Stabilization Services
Compensation:	Starts at \$20.00 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, and vision insurance, a Flexible Spending Account, 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:	Energy Services Manager
Job Location:	Portland, OR
Created/Revised:	March 2022

Position Description:

The Energy Scheduling Specialist will be responsible for meeting the scheduling and coverage needs of the Energy Assistance Team, as well as providing some direct services to their own Energy Assistance Program clients. Primary responsibilities include following up with and providing accurate information for clients who have upcoming appointments with an Energy Assistance Specialist, data entry, scheduling referrals, and reception for the energy department. This position also assists with providing information and service to individuals who have been internally referred for energy assistance, determining individual’s service eligibility, ensuring that all clients receive assistance in a professional, courteous manner, and ensuring that applications are processed correctly. Due to the nature of the service provided clients may be highly stressed; an ability to work well in a very busy environment and to de-escalate tense situations is necessary. The office environment is extremely busy and there are many more people seeking services than resources available. This position is primarily a direct service position (65%), with the balance of the time (35%) spent performing general administrative tasks and service coordination. Been

Essential Functions:

- Provide reception, scheduling, and coverage support to the Energy Assistance Team
- Manage NAYA’s internal Energy Assistance referrals
- Keep complete and orderly files
- Perform accurate data entry into all data bases by maintaining NAYA and/or contractually required information database systems to track client information
 - Includes entering client data, assisting and/or preparing periodic reports

Essential Functions continued:

- Database examples include but are not limited to: Efforts to Outcome (ETO), Service Point, OPUS etc.

Additional Duties:

- Disburse client assistance funds, track program progress and complete program activity in compliance with funding sources and program priorities
- Provide program narrative documenting performance, challenges and program improvement recommendations
- Apply understanding of contractual guidelines and procedures for both adult- and youth-based programs, including enrollment and participant performance goals
- Other duties as assigned by Energy Services Manager
- Additional NAYA Family Center Duties:
 - Understand and adhere to confidentiality
 - Coordinate wraparound services effectively with other NAYA Family Center programs and staff
 - Participate in trainings and/or meetings to ensure project outcomes are achievement
 - 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 Communications, Social Work, or similar field
- An equivalent combination of education and experience may be an acceptable substitute
- Minimum of two year's administrative experience in scheduling, data collection, and staff support
- Minimum of two years' experience in human services or advocacy, preferably working with houseless and/or homeless families and individuals within the energy assistance programs.
- Knowledge and expertise in working with individuals and families on economic self-sufficiency issues
- 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
- Bi-lingual English/Spanish highly preferred

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 year of experience in life performing direct services social work with low-income and culturally diverse populations, such as life skills training, case management, employment/job development services, youth development, and/or human services
- Demonstrated experience conducting needs assessments and initiating support services

Skills:

- Ability to manage and maintain a high-volume of calls and clients seeking energy assistance
- 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

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Skills continued:

- Ability to be 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
- High proficiency in troubleshooting technical issues
- Proficient computer skills including:
 - Web-based research
 - Word Processing
 - MS Excel
 - Database use
 - Email
 - Ring Central
 - OPUS

Work Environment: 90% office/classroom, 10% 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 may be required to sit for extended periods of time.
- The employee must occasionally lift and/or move up to 30 pounds.
- *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)
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:
Human Resources
Native American Youth and Family Center
5135 NE Columbia Boulevard
Portland, OR 97218
Fax: (503) 288-1260
E-mail: hr@nayapdx.org