



# 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

|                            |  |
|----------------------------|--|
| <b>Position:</b>           | <b>Family Housing Advocate</b>   |
| <b>Department/Program:</b> | Housing and Stabilization Services/ Family Housing Program   |
| <b>Compensation:</b>       | Starts at \$23.00 hourly, or commensurate with experience  |
| <b>Benefits:</b>           | 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. |
| <b>Employment Status:</b>  | Regular, Full-Time, Non-Exempt   |
| <b>Hours:</b>              | General working hours are 9am-6pm from home; flexible work schedule upon approval; evenings/occasional weekends, as assigned.  |
| <b>Supervision:</b>        | No supervisory requirements  |
| <b>Reports To:</b>         | Family Housing Program Manager   |
| <b>Job Location:</b>       | Portland, OR   |
| <b>Created/Revised:</b>    | May 2022   |

### Position Description:

The Family Housing Advocate will support Native American families experiencing homelessness or housing instability by providing housing support, barrier mitigation, and ongoing case management. The advocate’s responsibilities center on building client relationships by fostering trust and supporting their strengths and capabilities. Duties will include providing a range of resources and support services to eligible families, as well as performing other tasks that facilitate overall housing stability and wraparound services. This position is primarily a direct service position with time spent performing general administrative tasks and service coordination.

### Essential Functions:

- Provide financial and program resources to promote housing stabilization for families meeting program eligibility criteria
- Provide continued support as needed to promote housing stability for families enrolled in the FHP program
- Provide a client focused case management approach that encourages self-determination, long term sustainable housing, and an expected completion date for the program that is determined by both case manager and participant at the start of services
- Develops plans for maintaining housing stability beyond completion of the program
- Build and maintain respectful, collaborative, and trusting relationships with both clients and property managers/landlords

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## **Essential Functions continued:**

- Maintain documentation in a timely, thorough, and accurate manner in accordance with agency and funding guidelines while working both remotely and from NAYA
- Document and record all client information and interaction while maintaining safe, social distance to promote client and staff safety
- Work independently and efficiently from home, and occasionally from office as necessary
- Prepare required client and program reports
- Effectively manage a sustainable caseload of families experiencing current, or recent, housing instability.
- Assist families in identifying community resources (such as employment or financial assistance)
- Facilitate actual transitions into more stable housing situations, including providing logistical support and communication with service providers and other stakeholders (such as landlords, utility companies, etc.)

## **Additional Duties:**

- Other duties as assigned by Family Housing Program 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:

- Associate Degree in Social Work, Human Services, or similar field preferred; high school diploma or GED required. A combination of education and work experience 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 Cardiopulmonary Resuscitation (CPR), 1<sup>st</sup> Aid and Automatic External Defibrillator (AED)

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## 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
- Experience working with homeless individuals and/or families preferred
- 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
- Ability to actively support and work with broadly diverse staff, participants, and community members
- 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 (verbal and written) and active listening
- Proficient computer skills including:
  - Web-based research
  - Word Processing
  - MS Excel
  - Database use
  - Email

**Work Environment:** 90% working remotely, 10% in office, as necessary including travel time, or with clients. 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 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](https://www.pps.net/cms/lib/OR01913224/Centricity/Domain/60/Forms%20-%20Fingerprinting/Disqualifying_Convictions_2015.pdf) for more information)

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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](mailto:hr@nayapdx.org)