



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”.

Housing Services Manager

Position:	Housing Services Manager
Department/Program:	Housing and Stabilization Services Department/Housing
Compensation:	Starts at \$60,000 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
Hours:	General working hours are 9am-6pm and working from home; flexible work schedule available upon approval; evenings and occasional weekends, as assigned.
Supervision:	Supervises housing advocates/employees
Reports To:	Housing and Stabilization Services Director
Job Location:	Portland, OR
Created/Revised:	April 2022

Position Description:

The Housing Services Manager manages multiple County-funded housing contracts and programs. This position must successfully work with housing advocates to align services and deploy critical resources to NAYA clients. This position has direct responsibility for the management and oversight of processes and procedures mandated by various funding agencies regarding client eligibility, client documentation and recordkeeping, approval of disbursements, as well as regular oversight of internal and external client data. The Housing Services Manager will maintain a high standard of professionalism, confidentiality, and positive interactions with clients, staff, and community partners in accordance with NAYA Family Center policy. The Housing Services Manager must be able to motivate staff even while working through challenging and stressful client interactions. This position must be able to manage multiple funding streams, monitor various contract outcomes and requirements, and be a strong community and systems change advocate.

Essential Functions:

- Serve as the primary contact with funding agencies in managing prescribed housing programs, and maintain positive and effective relationships with public funders
- Track program and contract outcomes, and communicate successes and challenges with staff and supervisor
- Monitor and audit client files and client databases to ensure staff is meeting required contract standards as governed by Federal, State, County, and/or City guidelines.
- Use positive, professional, and courteous oral and written communication skills with clients, staff, and community partners
- Coordinate workforce training and professional development opportunities for themselves and their team
- Hire, train, supervise, guide and support housing and energy staff

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Essential Functions continued:

- Regularly provide positive and effective coaching and feedback to staff
- Create easy to follow systems, and ensure implementation across housing advocate
- Work closely with finance staff and regularly monitor program spending, and ensure proper management of resources from State, County, and local jurisdictions
- Write and submit narrative and budget reports to funders
- Support with writing grants, RFPs, and creating program budgets

Additional Housing Services Manager Duties:

- Work as an active participant of the Housing and Stabilization Services leadership team
- Work with Director of Housing and Stabilization Services, NAYA staff, and external partners to provide critical resources, and services to clients living at NAYA's affordable housing properties
- Collect client and NAYA housing resident feedback and surveys to implement program improvements
- Additional NAYA Family Center Duties:
 - Understand and adhere to confidentiality
 - Represent NAYA with the utmost professionalism at community events and other public relations opportunities
 - Work as an active and collaborative member of the Community Development Department and NAYA
 - Contribute to fostering a safe and secure environment for community members and staff
 - Input and/or manage client 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), Service Point, HMIS, etc.
- Other duties as assigned by Housing and Stabilization Services Director

Qualifications:

Education & Experience:

- Bachelor's Degree in social work preferred but not required
 - An equivalent combination of education and professional experience may be an acceptable substitute
- Minimum 3 years of experience supporting clients with housing resources or other critical needs
- Three years of experience successfully managing/supervising staff preferred but not 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

Skills:

- Ability to deal with different people and situations appropriately, including effective communication with people from diverse backgrounds
- Excellent written and verbal communication skills
- Ability to understand multiple funding streams and program instructions and
- Ability to create systems and processes for staff to follow in order to achieve contract outcomes
- Ability to write grants and reports for funders
- Excellent computer skills including:
 - Web-based research
 - Word Processing
 - MS Excel
 - Database use
 - Email
 - PowerPoint

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Work Environment: 80% office/home/remotely, 20% outside office including NAYA and travel time. Much of the position will happen through telework (video conferencing and telephone).

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
- Frequent use of keyboard, monitor, mouse, telephone and/or headset
- 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))
3. Must be fully vaccinated for COVID-19 (two weeks after a two dose or one dose regimen) 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