



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:	Intake Coordinator
Department/Program:	Office of the Chief Operating Officer
Compensation:	\$20-\$23 per hour or commensurate with experience
Benefits:	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:	Chief Operating Officer
Job Location:	Portland, Oregon
Created/Revised:	February 2022

Position Description:

The NAYA Family Center serves the urban Native community in the Portland Metropolitan area, hosting dozens of programs that support and are led by youth, families, and elders including housing programs. The Intake Coordinator identifies and pre-screens community members for housing program eligibility and schedules them with the appropriate program provider(s) in a timely manner. This position works closely with several departments to ensure wrap around services, including but not limited to Family Services, Housing and Stabilization Services, and Youth and Education Services. The Intake Coordinator will triage calls from multiple sources such as hospitals, major referral sources, clients, and internal staff requests. This position engages with community to determine eligibility, provide immediate crisis support and access to a wide array of community and program services. This position is primarily a direct service position (75%), with the balance of the time (25%) spent performing general administrative tasks and service coordination which may include deliveries.

Essential Functions:

- Providing referrals to NAYA services as needed
 - Presenting program information to appropriate NAYA services
 - Providing support, information, and referral for community members
 - Actively advocating on behalf of clients seeking safety
- Working collaboratively with program staff and community member to address their full range of needs
 - Locating, coordinating, or providing transportation services
 - Managing crisis and provide service intervention as needed
 - Locating, distributing, or providing emergency crisis intervention supplies
- Assist in creating confidential client profiles that can be accessed across departments to help connect wraparound service delivery
- Assisting clients and community members with resource navigation
- Providing additional support as needed

NAYA Family Center | Position Description: **Intake Coordinator**

Essential Functions continued:

- Maintaining documentation in a timely, thorough, and accurate manner in accordance with agency guidelines and as required by funding sources
 - Gathering basic demographic information (such as age, educational level, family and/or intimate relationship information, and current living situation)
 - Documenting and recording all client information and interaction
 - Database management, including entering client data
 - Preparing required activity reports and participating in program evaluation activities (such as programmatic and fiscal reports)

Additional NAYA Family Center Duties:

- Understand and adhere to confidentiality
- Use database tools to help coordinate wraparound services effectively with other NAYA Family Center programs and staff
- Participate in trainings and/or meetings to ensure programmatic 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, and in cross-departmental team projects,
- Contribute to fostering a safe and secure environment for community members and staff
- Other duties as assigned by Chief Operating Officer

Qualifications:

Required Education & Training:

- High School Diploma or GED required, Associate's degree preferred; or minimum 2-years of work experience in an office/data entry setting may be an acceptable substitute
- 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
- Understanding of trauma-informed care, non-violent communication, and conflict resolution
- Understanding of data security protocols for HIPAA, VAWA, and other regulatory regimes

Certifications/Credentials:

- Certification (or ability to certify) and ability to maintain certification in Cardio Pulmonary Resuscitation (CPR), 1st Aid and Automatic External Defibrillator (AED), if requested

Experience:

- Experience working within diverse populations, specifically with an urban or reservation Native American population, including working within a tribe, board, or other organization,
- Experience in youth development and/or human services with low income and/or culturally diverse populations required
- Experience working with homeless issues, including knowledge of community services

Skills:

- Effective communication with different people and situations appropriately
- Trauma-informed communication and ability to resolve conflicts with an eye toward collective wellbeing,
- Ability to stay composed and exercise good judgment in stressful situations, such as dealing with distressed and/or demanding clients
- Communication skills, active listening, verbal and written
- High attention to detail
- Proficient computer skills including:
 - Databases
 - Word Processing
 - MS Excel
 - Email such as Outlook

NAYA Family Center | Position Description: Intake Coordinator

Work Environment: 80% office/home/remote, 20% Out of Office including travel and systems navigation. 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 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