



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:	Resident Services Coordinator
Department/Program:	Housing and Stabilization Services
Compensation:	\$20 - \$23 per hour 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, 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 from 10:00 am-7:00 pm; some evenings and occasional weekends as assigned.
Supervision:	No supervisory requirements
Reports To:	Director of Housing and Stabilization Services
Job Location:	On-site/in-person at NAYA properties located in the Cully neighborhood
Created/Revised:	April 2022

Position Description:

We are looking for a creative and dedicated individual who has a sincere enthusiasm for working with the Native American community and working with diverse residents. This position requires experience working with individuals who have experienced unstable housing at some point and understands or can easily learn about trauma informed care. We are looking for someone who possesses strong organizational and interpersonal communication skills and enjoys supporting youth and families accessing resources and providing community building programs and services. We are seeking a relational individual who enjoys meeting and getting to know residents and families through program activities. This position will spend time at various affordable housing properties all located in Portland’s Cully neighborhood.

Essential Functions:

- Conduct outreach efforts all new residents during their first two weeks of tenancy and invite new residents to meet and learn about resident services and NAYA programs
- Identify service needs of residents by engaging directly with them and asking them what they need
- Advocate for residents to maintain successful, permanent housing
- Work closely with on-site property manager and maintenance tech to ensure successful, stable residents and a positive and healthy living environment
- Support residents access community resources, as well as connect them to NAYA’s wraparound services
- Plan, publicize and facilitate on-site, community-building events and activities aimed at creating a strong, safe, and healthy community
- Assess needs of the residents and organize/implement on-site events which focus on cultural arts, arts, health and wellness, youth engagement, community building, among others

NAYA Family Center | Position Description: Resident Services Coordinator

Essential Functions continues:

- Work closely with NAYA staff to effectively coordinate wraparound services
- Ability to take initiative and prioritize tasks using time-management and problem-solving skills

Additional NAYA Family Center Duties:

- Understand and adhere to client confidentiality
- Record and maintain client information and/or contractually required information
- Enter client data into NAYA's Efforts to Outcomes database
- 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 the NAYA housing team, and actively participate in cross-departmental team projects
- Contribute to fostering a safe and secure environment for community members and staff
- Other duties as assigned by the Director of Housing and Stabilization Services

Qualifications:

Education & Training:

- GED or High School Diploma required; at least 2 years employment 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 with afterschool programming or experience delivering youth and/or family services preferred
- 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
- 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
- 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
- Experience or knowledge of Fair Housing and/or tribal housing preferred

Skills:

- Organized self-starter and motivated
- Demonstrated skills in interpersonal communication, collaboration, and conflict resolution
- 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: This position will work out of NAYA's affordable housing development properties located in the Cully neighborhood.

NAYA Family Center | Position Description: Resident Services Coordinator

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. Successful completion of a DHS Background Check Unit
4. 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