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”.

The vision of Nch’i Wana Housing is: “We envision a united Nch’i Wana Pum living in self-sustaining healthy communities rooted in Native culture with access to economic prosperity, educational opportunities and sustainable housing.”

Position Description

<table>
<thead>
<tr>
<th>Position:</th>
<th>Outreach Case Manager</th>
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<tbody>
<tr>
<td>Department/Program:</td>
<td>Nch’i Wana Housing</td>
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<tr>
<td>Compensation:</td>
<td>Starts at $18.50-20.50 hourly or commensurate with experience</td>
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<td>Benefits:</td>
<td>Paid time off is based on tenure with the agency and includes accruals of sick and vacation hours. NAYA recognizes fourteen 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.</td>
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<tr>
<td>Employment Status:</td>
<td>Full-time, Regular, Non-Exempt</td>
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<td>Hours:</td>
<td>General working hours are 8:30am-5pm, flexible work schedule available upon approval, evenings and occasional weekends, as assigned</td>
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<td>Supervision:</td>
<td>No supervisory requirements</td>
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<td>Reports To:</td>
<td>Nch’i Wana Executive Director</td>
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<tr>
<td>Job Location:</td>
<td>Nch’i Wana Office, 16 Oak Street #203, Hood River, OR 97031</td>
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<tr>
<td>Created/Revised:</td>
<td>August 2022</td>
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Position Description:

The Outreach Case Manager will play a key role in working to end houselessness and address barriers to housing access in the NWH service area. NWH housing assistance programs promote stability and racial equity through advocacy, empowerment, financial and tenant education, employment and skill building, and coordination of supports and services which enable households to improve their economic and housing stability. This position is designed to address barriers to housing access through meeting individuals and families experiencing homelessness where they are in our community and collaboratively developing housing stabilization plans. In addition to office based work, team based direct outreach will take place in community settings such as camps, on the street, and at shelters. The position will coordinate with other outreach and housing service providers, culturally specific organizations, and community-based organizations to ensure that individuals and families experiencing houselessness have access to the resources need to regain and maintain housing stability.

Essential Functions:
- Perform street and camp outreach with Housing Program staff and community partners for engagement with families and individuals experiencing houselessness in Wasco, Hood River and Sherman counties
Essential Functions continued:

- Follow CDC COVID-19 guidelines for outreach to persons experiencing houselessness
- Respond to referrals from shelters, law enforcement, faith-based organizations, culturally specific organizations, social service providers, employment specialists, physical and behavioral health care providers, and community-based organizations
- Interview, screen and determine eligibility of program participant for federal, state, county, and Tribal assistance programs
- Provide case management and linkage to basic needs resources such as food, hygiene, energy assistance, health care, safety, employment, and education.
- Link program participants to all available community resources that will assist in housing stability and increase household income.
- Coordinate services to Indigenous, disabled, People of Color and LGBTQ+ community members through partnerships with culturally specific organizations and other organizations providing services specific to these community members
- Utilize Harm Reduction, Trauma Informed Care, Rapid Rehousing and Housing First approaches to serve clients
- Assist in connecting clients with employment and housing related resources

Additional Duties:

Program Compliance:

- Enter client specific data into the Homeless Management Information System data base system, for tracking and reporting purposes.
- Ensures compliance with all contractual requirements for the Emergency Solutions Grant COVID-19 (ESG-CV) and other applicable programs
- Assures that all required systems and records are maintained and up-to-date

Liaison/Public Relations:

- Represents NWH Housing Programs at local, state, regional, and national forums as assigned.
- Collaborates with community partners to provide wraparound services to support housing stability
- Develop and manage relationships with landlords and property management companies to assist in the housing stability of program participants.

Financial Management:

- Tracking of client assistance funds of caseload of program participants
- Preparation of financial reports for reporting and grant development purposes as assigned

Qualifications:

Education & Training:

- High School Diploma required, associate degree preferred, or a combination of equivalent education and experience may be an acceptable substitute
- Knowledge of working with homeless and social service programs
- 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), 1st Aid and Automatic External Defibrillator (AED)

Experience:

- Experience working within diverse populations specifically with the Columbia River 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 Columbia River experience required
Qualifications continued:
- Ability to deal with different people and situations appropriately, including effective communication with people from diverse backgrounds.
- Demonstrated skills in interpersonal communication, collaboration, and conflict resolution.

Skills:
- Organized self-starter and motivated
- Ability to take initiative and prioritize tasks using time-management and problem-solving skills
- 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
- Skills, knowledge and demonstrated abilities in areas of housing services, street outreach, client advocacy, equity and racial justice and homeless service delivery
- Knowledge of Department of Housing and Urban Development (HUD) and State of Oregon housing assistance programs and Washington State, Klickitat, Skamania County Programs as well as and Tribal Programs.
- proficiency or willing to be trained in Homeless Management Information System (HMIS).

Work Environment: 60% office, 40% outside office

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 will 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 http://www.pps.k12.or.us/files/security-services/Disqualifying_convictions.pdf for more information)

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:
Debra Whitefoot, Executive Director
debraw@nchiwana.org
and
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