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 Coordinator

Position: Housing Coordinator
Department/Program: Housing and Stabilization Services
Compensation: Starts at $28 per hour, depending on experience
Benefits: Paid time off is based on tenure with the agency and includes accruals of sick and vacation hours. NAYA recognizes 14 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 and NAYA will match employee contribution to their 401K, up to 6%.
Employment Status: Regular, Full-Time, Non-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: None
Reports To: Housing Services Manager
Job Location: Portland, OR
Created/Revised: December 2022

Position Description:
The Housing Coordinator will support the Housing Services Manager to achieve program and contractual outcomes and assist clients with accessing critical housing services. This position will support the creation of clear and easy to navigate client systems, from referral process all the way to delivery of critical services. The Housing Coordinator should be able to do some client case management as needed, but will focus on program and service coordination along with supporting other members of the housing team. The Housing Coordinator 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 Coordinator must be able to stay motivated and positive while working through challenging and stressful client interactions. This position will also support residents living in NAYA’s affordable housing properties by working closely with property managers, and other partners to ensure NAYA clients’ housing is stable and successful.

Essential Functions:
• Step in for the Housing Services Manager as necessary by attending housing program meetings and maintaining positive and effective relationships with funders and partner agencies
• Review and stay up to date on program contracts and contractual guidelines set by funders
• Assist Housing Services Manager to audit client files and ensure files meet program contractual requirements
• Support clients seeking housing services to navigate complicated systems and bureaucracies
Essential Functions continued:
- Use positive, professional, and courteous oral and written communication skills with clients, staff, and community partners
- Support Housing Services Manager to track program and contractual outcomes using client databases, and communicate successes and challenges
- Ensure clients seeking resources and services are tracked and followed up with by an assigned housing advocate
- Work closely with NAYA’s affordable housing properties, property managers, and housing partners to provide, coordinate, and bring additional resources and supports to NAYA clients
- Closely track when there will be a vacancy at one of the NAYA properties to support quick turnover and unit connection to NAYA clients
- Assist as needed in client move ins and relocations from NAYA properties to ensure smooth transitions

Additional Housing Coordinator Duties:
- Collect client and NAYA housing resident feedback and surveys and help 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 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 the Housing Services Manager

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 2 years of experience supporting clients with housing resources or other critical needs
- 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 various funding streams and program requirements
- Excellent computer skills including:
  - Web-based research
  - Word Processing
  - MS Excel
  - Database use
  - Email
  - PowerPoint
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/Doma in/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