



# Native American Youth and Family Center

5135 NE Columbia Blvd, Portland, OR 97218 | p 503.288.8177 | f 503.288.1260 | [nayapdx.org](http://nayapdx.org)

## Housing and Stabilization Services Director

Founded in 1974, the Native American Youth and Family Center (NAYA) is a thriving social services and community center in NE Portland, and one of the city's most respected nonprofit organizations. Portland ranks as one of the largest Urban Native communities in the US and NAYA's 170 employees provide a wide spectrum of programs for our people, from education to housing to elder services. We do our work knowing that our Native cultures are a source of our empowerment.

We seek a detail oriented, analytical and strategic housing leader to be our next Housing and Stabilization Services Director. The Director will oversee a portfolio of programs meant to support clients moving from instability to a place of self determination and prosperity. The Director will provide expert leadership to a growing team of 19 staff. This role is a member of NAYA's leadership team and reports to the Chief Operating Officer (COO).

NAYA offers an exceptional benefits package, including medical, dental and vision insurance, 401(k) retirement plan with up to 6% match, paid vacation and 14 paid holidays. This is a full-time, exempt role with work hours of 9 am to 6 pm with a one hour unpaid lunch. Starting pay is \$100,000 to \$130,000 per year, depending on experience.

This role will work primarily in the NAYA Family Center although working from home one day a week may be acceptable after training and onboarding are complete.

### Who You Are

- You have worked in social services program management, ideally housing, for at least five years.
- You have significant first hand experience working with low income and affordable housing, permanent supportive housing (PSH), or communities exiting homelessness.
- You have significant experience managing public contracts and grants. Ideally, you have been the grant manager/lead for grants larger than \$250,000 across multiple years.
- You enjoy leading a group and being a leader. You understand the challenge of dividing your attention between your staff and your programs. You are a student of leadership and always striving to be a better leader for your team.
- You have lived or worked experience in the Native community, or you have a strong desire to be of service to Native people. You have knowledge of--or commitment to learn--Native history and the unique challenges of Urban Natives.
- You are an exceptional project manager. You always have a plan, and you always meet your deadlines.
- You can connect authentically with the widest range of people. You are an expert at helping people feel seen and understood.
- You understand that social services work is detailed work. You sweat the details.
- You like being busy and having a long and interesting work plan and matching To Do list.
- You are steady under pressure and stress. You are the one who calms others when they are upset.

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- You are self aware. You are able to listen well and center others. You tend not to be defensive. You are generally OK making mistakes and taking responsibility for them.
- You are known for bringing order to your team's work. You are a systems thinker and are always thinking about ways to get the work done faster and with fewer errors. You have strong experience using case management software (e.g. Efforts to Outcomes, Service Point) and ideally, you are a super user of these systems, finding ways to make them work better for everyone.
- You prefer a team environment at work, rather than working alone. You don't hesitate to roll up your sleeves and pitch in, even when it's not your job.
- You understand the importance of culturally specific programming and ideally, you have direct experience providing those services.

## What You'll Do

- Oversee a large portfolio of programs including short term rental assistance, eviction prevention, permanent supportive housing, case management services, utility services and emergency assistance services.
- Create a clear and easy to follow continuum of housing and wraparound services, from shelter to ownership
- Provide expert leadership to the Housing and Stabilization Programs team of 19 staff. Conduct department meetings, one on one meetings and performance evaluations. Ensure that every member of your department has a strong workplan. Provide meaningful professional development.
- Integrate the principles of housing first; trauma informed care; motivational interviewing and assertive engagement; and culturally specific practices in not only client services but also staff trainings and job expectations.
- Partner closely with Community Development's housing development team, asset and property management team and on housing development operations and resident services .
- With the COO, set forth a 2-year strategic plan for your department.
- Manage NAYA's public contracts and grants for housing including creating systems to ensure contract compliance and that grant deliverables are met, as well as leading timely grant reporting.
- With the COO, identify and pursue additional funding opportunities.
- Assess and improve departmental systems for case management procedures, caseload standards and assignments, tracking and quality assurance review for housing and utility assistance programs.
- Partner with NAYA Program Evaluation staff to incorporate best practice standards and conduct ongoing assessments of program needs.

## Application Instructions

Submit a resume and cover letter to [jobs@nayapdx.org](mailto:jobs@nayapdx.org). If you need accommodation during the application process, please note this in your email.

Applications will continue to be accepted until a candidate is selected.

Questions? Want to chat about this role before you decide to apply? Contact [Tamara Henderson](#), Chief Operating Officer.



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**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 and Stabilization Services Director

<b>Position:</b>	<b>Housing and Stabilization Services Director</b>
<b>Department/Program:</b>	Housing and Stabilization Services Department
<b>Compensation:</b>	Starts at \$100,000 – \$130,000, commensurate with experience
<b>Benefits:</b>	NAYA recognizes 14 paid holidays per fiscal year. Additional paid time off includes accruals of sick and vacation hours; vacation time is based on tenure with the agency. 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 and NAYA will match employee contribution to their 401K, up to 6%.
<b>Employment Status:</b>	Regular, Full-Time, Exempt
<b>Hours:</b>	General working hours are 9am-6pm and working from home; flexible work schedule available upon approval; some evenings and occasional weekends
<b>Supervision:</b>	This department consists of 20+ employees. Director directly supervises 4+ managers/members of its leadership team, 2+ Resident Services Coordinators, and additional positions pending department growth and funding
<b>Reports To:</b>	Chief Operating Officer
<b>Job Location:</b>	Portland, OR - Hybrid remote and in office work
<b>Created/Revised:</b>	March 2023

### Position Description:

The Housing and Stabilization Services Director leads NAYA’s housing programs and critical client stabilizing services. This position manages multiple public contracts and grants focused on finding and retaining housing opportunities for NAYA clients and residents. The Director will oversee a growing team and portfolio of programs meant to support clients moving from instability to a place of self-determination and prosperity. This position requires a detail-oriented, analytical, and strategic thinker who likes to collaborate, innovate and improve programs. The Director must be able to organize and prioritize work, be proactive, take initiative, follow through, and simultaneously manage multiple priorities to ensure goals and deadlines are met in a timely manner. The Housing and Stabilization Services Director will have program and contract oversight over resident services, permanent supportive housing, case management services, utility, and emergency assistance services, as well staff assigned to managing those programs. The Director must be able to support, coach, develop, guide and manage a dedicated and passionate leadership team and department, as well as partner across other NAYA Departments.

### Essential Functions:

#### Supervision

- Hire, train, coach, supervise, guide, evaluate and retain HSSD leadership team and staff
- Provide regular supervision to department managers and staff including effective preparation and facilitation of team and department meetings

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- Conduct performance evaluations for direct reports and guide leadership in properly conducting evaluations
- Establish professional development workplans for programs, leadership team and department and ensure all employees have contract workplans
- Provide professional development opportunities tailored for staff, provide consistent constructive feedback, and ensure employee evaluations are conducted for all department members
- Integrate Housing First, Trauma Informed Care, Motivational Interviewing and Assertive Engagement, and Culturally Specific Practices in staff trainings and expectations, as well as services and operations

## Program Development

- Oversee delivery of multiple housing programs and stabilization services including short term rental assistance, eviction prevention, temporary and permanent supportive housing services
- Create a clear and easy-to-follow continuum of housing and wraparound services for clients from shelter to ownership
- Collaborate with organizational leadership to improve alignment with existing housing programs across multiple departments
- Partner closely with Community Development's Housing Development Team, asset and property management team and on housing development operations and resident services
- Work closely with asset and property management teams to create positive, safe, and trauma informed resident experiences
- Develop departmental vision and growth plan,
- Develop and execute a departmental work plan matching above vision and growth plan while meeting the housing needs of Portland's urban Native community
- Improve and align systems for case management procedures, caseload standards and assignments, tracking and quality assurance review for housing and utility assistance programs
- Develop positive working relationships and effectively communicate with clients, staff, and organizational partners

## Department Admin

- Identify, pursue, write and manage grants and other funding opportunities
- Ensure timely, accurate funder reports and conduct regular program evaluation to ensure program effectiveness that meets organizational mission of serving the Native American/Alaska Native community
- Help develop and monitor annual contracts and budgets in partnership with NAYA's finance staff
- Regularly review and monitor budgets to assure programs operate within established budget
- Manage program agreements and contracts, negotiate service contracts, ensure program quality and contract compliance and requirements are met
- Partner with NAYA Program Evaluation staff to incorporate best practice standards and conduct ongoing assessments of program needs
- Maintain positive working relationships with community partners, funders, peers, clients and community

## **Additional Duties:**

- Actively participate in the NAYA's leadership team and organizational committees as assigned by the Chief Operating Officer, and actively participate in organizational initiatives as requested
- Effectively represent NAYA Family Center at community functions and at other events as requested
- Provide external presentations on issues related to housing, permanent supportive housing, case management, family services, and affordable housing especially as it relates to the Native American community, as appropriate

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- Maintain a high standard of professionalism, confidentiality, and positive interactions with clients, staff, and community partners in accordance with NAYA Family Center policy.
- Contribute to fostering a safe and secure environment for community members and staff
- Serve on external boards and committees and advocate for policies and investments that support the urban Native American community as assigned or approved by supervisor
- Adhere to mandatory reporting laws and HIPAA requirements
- Other duties as assigned by Chief Operating Officer

## **Qualifications:**

### Education & Training:

- Master's in Social work, Nonprofit Management, Business Administration or other pertinent field preferred but not required; a combination of equivalent education and experience may be an acceptable substitute
- Knowledge and understanding of Housing First, Person-Centered case management, Trauma Informed Care, Motivational Interviewing, and Assertive Engagement is preferred

### Experience:

- 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
- A minimum four years of experience managing social service-related programs, including experience with staff supervision, program development, and budget management
- At least five years' experience working with housing and supportive services programs, including work with communities exiting homelessness, low-income and affordable housing, PSH and family services.
- 3 to 5 years' experience in executive leadership or administration preferred, but not required

### Skills:

- Ability to communicate concisely and effectively, both verbally and in writing
- Ability to design culturally specific programming while balancing funder requirements and outcomes
- Ability to manage, prioritize, and organize several project tasks with minimal supervision
- Highly detail-oriented
- Ability to deal with different people, stay composed and exercise good judgment in stressful situations
- Exceptional verbal communication skills, including the ability to lead meetings and facilitate staff discussions
- Excellent computer skills including:
  - Web-based research
  - Word Processing
  - MS Excel
  - Database use
  - Email
  - PowerPoint
- Specific computer skills including:
  - Client/case management database systems (such as Efforts to Outcomes and Service Point)

**Work Environment:** Hybrid work environment. NAYA is asking all staff to work at least three days from the 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
- Frequent use of keyboard, monitor, mouse, telephone and/or headset
- The employee may be required to sit for extended periods of time

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- 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](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, interviews will start being scheduled by Feb. 22 to be held in early March

**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: [jobs@nayapdx.org](mailto:jobs@nayapdx.org)