



Native American Youth and Family Center

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Process Improvement Coordinator

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:	Process Improvement Coordinator
Department/Program:	Community Development
Employment Status:	Regular, full-time, non-exempt
Benefits:	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%.
Hours:	General working hours are 9am-6pm Monday through Friday; evenings and occasional weekends, as assigned.

Salary for this position is \$60,000- \$65,000

The Process Improvement Coordinator will play a vital role in successfully delivering NAYA’s Economic Equity Investment Program (EEIP). NAYA’s EEIP project empowers Portland-metropolitan area Native Americans to reclaim and develop land owned by Native people and businesses. Through diverse community wealth-building programs, NAYA will provide low-income Native individuals with tools for self-determination across generations. This position will build and manage systems to accurately track EEIP client data and ensuring the efficient utilization of resources. They will be responsible for developing client screening processes, determining client eligibility, and establishing criteria for successful program delivery. The Process Improvement Coordinator will collaborate closely with CD leadership to implement department-wide initiatives, standardize operating procedures, establish document storage and retrieval systems, and track work plan activities. The ideal candidate will possess exceptional administrative and organizational skills, thrive in managing multiple tasks and deadlines, enjoy creating and improving systems and procedures, and have the ability to establish connections across various programs.

Essential Functions:

- Coordinate the delivery of NAYA’s EEIP project.
- Develop, organize, and maintain department systems for document storage and tracking using SharePoint/Teams and Office 365 apps.

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- Provide support to the CD Director and leadership team in implementing department-wide initiatives and systems.
- Collaborate with Community Development leadership to ensure alignment of efforts and initiatives across the department.
- Support staff in developing systems to track client data for reporting.
- Create executive/high-level summaries of important documents to highlight key points for leadership.
- Translate complex information into visually appealing and easy-to-understand visuals and tools for staff.
- Maintain strict client confidentiality and ensure the highest level of data privacy and security.
- Support the coordination of wraparound services in collaboration with other NAYA Family Center programs and staff.
- Represent NAYA professionally at community events and other public relations opportunities.
- Contribute to fostering a safe and secure environment for community members and staff.
- Effectively manage multiple deadlines and work demands through strong organizational and time management skills.

Qualifications:

Education & Training:

- Associates degree preferred but not required; or a minimum 3 years of experience in program or office administrative support
- Experience working within an urban Native community setting preferred
- Knowledge of Native American history, and understanding of the diversity of the local American Indian/Alaskan Native community and issues surrounding the Urban Indian experience

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 urban and reservation Native American population, including working within a tribe, board, or other organization) strongly preferred
- Experience using Microsoft Office Suite, including Sharepoint and Microsoft Teams required, and experience managing these systems strongly preferred

To apply: please send resume and cover letter to jobs@nayapdx.org