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: Energy Assistance Specialist
Department/Program: Housing and Stabilization Services Department
Compensation: $20.00 - $24.00 per hour depending on years of experience
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%.

Employment Status: Regular, Full-Time 40 hours per week, Non-Exempt
Hours: General working hours are 9am-6pm; modified work schedule possible upon approval
Supervision: No supervisory requirements
Reports To: Energy Services Manager
Job Location: On-site/Hybrid at NAYA Family Center, Portland, OR
Created/Revised: April 2023

Position Description:

Energy Assistance Specialists provide in-person and over the phone assistance to clients and community members seeking financial assistance with their utility bills. Primary responsibilities include supporting individuals needing assistance with outstanding energy bills, screening for program eligibility, and uploading client documents and information to databases. This position requires someone who is detail oriented, dependable, flexible, consistent, and can learn quickly. Energy Assistance Specialists need to be able to remain calm while working with clients typically experiencing a stressful situation. This position is primarily a client-facing/direct service position (80%), with the remaining time (20%) spent on administrative tasks.

Essential Functions:

• Take on several appointments every day, in person and over the phone, and provide professional, courteous, and kind service to clients seeking energy/utility assistance
• Eager to support clients to provide the necessary documentation to submit energy assistance applications
• Enter client data and information into databases while closely following program guidelines and instructions
• Closely, carefully, and accurately screen clients for program eligibility
• Promptly and politely respond to client and supervisor phone calls and emails
• Disburse utility assistance funds and complete program activity in compliance with funding sources and program priorities
• Actively and positivity participate in assigned outreach events, meetings and trainings
• Collaborate closely with Multnomah County staff to deliver program and promptly address application errors
• Enter and maintain NAYA and/or contractually required information into database systems to track client information, databases include but are not limited to Efforts to Outcome and OPUS
• Communicate, collaborate, and support other team members of the energy program
• Understand and follow contractual guidelines and procedures of the Energy Assistance Program
• Other duties as assigned by the Energy Services Manager

Additional NAYA Family Center Duties:
• Understand and adhere to confidentiality
• Coordinate wraparound services effectively with other NAYA Family Center programs and staff
• Participate in trainings and/or meetings to ensure project outcomes are achievement
• Represent NAYA with the utmost professionalism at community events and other public relations opportunities
• Work as an active member of departmental team
• Participate actively in cross-departmental team projects
• Contribute to fostering a safe and secure environment for community members and staff

Qualifications:
Education & Training:
• High school diploma or GED required; an equivalent combination of education and experience may be an acceptable substitute

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
• A minimum of one (1) year of experience in life performing direct services social work with low-income and culturally diverse populations, such as life skills training, case management, employment/job development services, youth development, and/or human services is 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 preferred
• Bi-lingual English/Spanish preferred

Skills:
• Ability to manage and maintain a high-volume caseload of participants efficiently
• Ability to stay composed and exercise good judgment in stressful situations, such as dealing with distressed and/or demanding clients
• Ability to connect with clients in a manner that successfully motivates them to achieve better outcomes
• Ability to be extremely flexible when managing changing priorities and schedules, without compromising quality of outcomes, ability to complete tasks, or uphold commitments
• 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:
  o Web-based research
  o Word Processing
  o MS Excel
  o Database use
  o Email
  o OPUS

Work Environment: Hybrid work environment. NAYA employees are expected to work on site Tuesday – Thursday and for all staff meetings and events. With supervisory approval, employees may be able to work at home 1 to 2 days per week after successful onboarding.
Physical Requirements: lifting a maximum of 30 pounds, sitting for extended periods of time.

Physical Requirements:
- The employee may be required to sit for extended periods of time.
- The employee must occasionally lift and/or move up to 30 pounds.
- *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/Doma

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:
Human Resources
Native American Youth and Family Center 5135 NE Columbia Boulevard
Portland, OR 97218
Fax: (503) 288-1260
E-mail: jobs@nayapdx.org