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”.

Clark County Rent Assistance Specialist

Position: Clark County Rent Assistance Specialist  
Department/Program: Housing and Stabilization Services  
Compensation: $25-27 per hour commensurate with experience  
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; flexible work schedule upon approval; evenings/occasional weekends, as assigned.  
Supervision: No supervisory requirements  
Reports To: Director of Housing & Stabilization Services  
Job Location: Primarily Vancouver, WA with regular trips to Portland, OR for agency and team meetings  
Created/Revised: September 2023  

Position Description:  
The Clark County Rent Assistance Specialist supports households at risk of homelessness who owe past rent to maintain housing and avoid homelessness. The Clark County Rent Assistance Specialist’s responsibilities center on building strong participant relationships by fostering trust and supporting their strengths and capabilities. Assertive Engagement and the Relational Worldview are the main service models. Duties include providing efficient and effective rent assistance along with a range of resources and support services to households, as well as performing other tasks that facilitate long term housing stability and culturally grounded wraparound services. This position is primarily a direct service position with some time spent performing administrative tasks and service coordination.

Essential Functions:  
• Accept referrals from Clark County’s Coordinated Entry (CFTH) system  
• Provide financial and program resources to promote housing stabilization for Clark County households  
• Build strong relationships with both participants and property managers/landlords  
• For participants needing more than one time rent assistance, work collaboratively to develop up to a 5-month action plan that will support their ability to pay rent once NAYA rent assistance ends.
Maintain regular contact during the service period and support participants in accomplishing their goals.

- Maintain eligibility and all other required documentation in a timely, thorough, and accurate manner in accordance with agency guidelines and as required by funding sources
- Document and record all relevant participant information and interactions
- Turn in all participant entry, service and exit data to Data Specialist within 3 working days
- Connect households with community resources (including but not limited to employment, training, energy assistance, mainstream benefits, more affordable housing options)

**Additional Rent Assistance Specialist Duties:**

- Work within Clark County’s Consolidated Homeless Grant, System Demonstration Grant, and Eviction Prevention Rental Assistance Program guidelines
- Participate in required Clark County E-PRAP system networking and system meetings
- Prepare required participant and program reports
- Other duties as assigned by Housing Services Director

**Additional NAYA Family Center Duties:**

- Understand and adhere to confidentiality
- Coordinate wraparound services effectively with other NAYA Family Center programs and staff
- Input data, and maintain NAYA and/or contractually required information database systems to track client information
  - Includes entering participant data, assisting and/or preparing periodic reports
  - Databases include: Efforts to Outcome (ETO) and Homeless Management Information System
- Participate in trainings and/or meetings to ensure program outcomes are achieved
- 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:**

- Any combination of education and lived experience that demonstrates the skills and ability to perform the essential job duties
- Knowledge of underlying issues impacting homelessness and poverty (such as trauma and mental illness) required
- Knowledge of local community resources, emergency services, and social service agencies, especially with low-income and BIPOC community required
- Knowledge of Native American history, an understanding of the diversity of the local Indigenous/Alaskan Native community and issues surrounding the Urban Indian experience required

**Certifications/Credentials:**

- Certification (or ability to certify) and ability to maintain certification in Cardio Pulmonary Resuscitation (CPR), 1st Aid and Automatic External Defibulator (AED)
- Completion of Assertive Engagement training within the first 3 months of hire if not already completed
Experience:

- Experience working within diverse communities (specifically with the urban and reservation Native American population, including working within a tribe, board, or other organization) strongly preferred
- Experience working with individuals and/or families experiencing homelessness or at-risk of homelessness preferred
- Ability to stay composed and exercise good judgment in stressful situations, such as dealing with people who are upset and/or in crisis
- Ability to connect with participants in a manner that successfully motivates them to accomplish their long term housing goals
- Ability to actively support and work with broadly diverse staff, participants, and community members
- Ability to work in an interdisciplinary team setting
- Ability to meet multiple, sometimes conflicting deadlines or workload demands by applying strong organizational systems and efficiently managing time
- 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

Work Environment: Primarily in office in Clark County, plus some travel to Portland for agency and team meetings. Travel to meet participants in community when travel to office or electronic document transmission is a major hardship. NAYA employees are expected to work on site most of the week. With supervisory approval, employees may be able to work at home 1 to 2 days a week after successful onboarding.

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 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)

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

Note: Candidates selected for a job offer will be asked to complete a NAYA application.

Application forms and additional information about employment at NAYA Family Center can be found at [http://www.nayapdx.org/about/jobs](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 of 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