



# Native American Youth and Family Center

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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”.**

## Family Housing Navigator

<b>Position:</b>	<b>Family Housing Navigator</b>
<b>Department/Program:</b>	Housing and Stabilization Services Department/Housing Services
<b>Compensation:</b>	Starts at \$23.00 per hour, or 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, Non-Exempt
<b>Hours:</b>	General working hours are 9am-6pm; flexible work schedule available upon approval; evenings and occasional weekends, as assigned.
<b>Supervision:</b>	No supervisory requirements
<b>Reports To:</b>	Housing Services Manager
<b>Job Location:</b>	Portland, OR
<b>Created/Revised:</b>	January 2023

### Position Description:

The Housing Navigator is part of multi-agency team that provides street and site-based outreach/engagement, coordinated access assessment, resource navigation and referral, documentation collection, cold/severe weather support, barrier mitigation, and provides flexible participant assistance to support the rapid transition of people prioritized through coordinated access to available housing resources. The Housing Navigator will be responsible for allocating client assistance funds to support participants with obtaining important housing documents, removing housing barriers, and paying for eligible housing related expense like application fees. Engagement and navigation activities may include, but are not limited to, relationship development, information and referrals to services, vulnerability assessments, as well as tracking and reporting client data. The Navigator will also participate in a case conferencing process with the Coordinated Access team where families are matched and referred to resources according to resource availability, program capacity and needs of the household.

### Essential Functions:

- Work closely with families near the top of the prioritized waitlist to verify eligibility for a variety of housing resources.
- Work with families to build relationships and work on resource navigation, document collection, barrier mitigation
- Support with lease up process of new permanent supportive housing buildings/opportunities
- Support clients access shelters particularly during Winter Season/Severe & Cold Weather Response when unsheltered families are prioritized
- Regularly utilize the F-SPADAT, the assessment tool to assess vulnerability
- Facilitate document readiness i.e., birth certificates, identification and other documentation associated with the lease up process.

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- Provide low level barrier mitigation to facilitate a rapid transition into housing upon referral, using HMIS ServicePoint and ETO, update assessment and related data as appropriate.
- Collect client information and enter client data into ServicePoint and ETO as required
- Facilitate a smooth transition between the household and the housing provider, Mobile Housing Team or appropriate placement (once a referral has been made through Coordinated Access).
- Collaborate, work well with and partner with staff from various nonprofit agencies
- Respond to requests and guidance from Housing Navigator lead, currently housed at El Programa Hispano
- Other duties as assigned by Housing Services Manager

## **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, database examples include but are not limited to: Efforts to Outcome (ETO) and Service point
- Participate in trainings and/or meetings to ensure program outcomes are achieved
- Represent NAYA with the utmost professionalism in the community
- Work as an active member of a housing team
- Participate cross-departmental team project and contribute to fostering a safe and healthy environment

## **Qualifications:**

### Education & Training:

- High school diploma or GED required; at least two years of nonprofit or client facing experience preferred
- 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 ethnic minority clientele required
- Knowledge of Native American history, an understanding of the diversity of the local American Indian/Alaska Native community and issues surrounding the Urban Indian experience preferred

### Certifications/Credentials:

- Certification (or ability to certify) and ability to maintain certification in Cardio Pulmonary Resuscitation (CPR), 1<sup>st</sup> 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
- Two (2) years of experience working with homeless individuals and/or families preferred
- Experience using the Assertive Engagement and Housing First model of service delivery preferred
- Ability to stay composed and exercise good judgment in stressful situations such as working with clients facing trauma and challenges
- Ability to meet multiple, sometimes conflicting deadlines or workload demands by applying strong organizational systems and efficiently managing time
- Clear and effective communication skills including active listening
- Proficient computer skills including:
  - Web-based research
  - Word Processing
  - MS Excel
  - Database use
  - Email

**Work Environment:** 80% office/home/remotely, 20% outside office including travel time. Much of the position will happen through telework (video conferencing and telephone).

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## 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/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

Application forms and additional information about employment at NAYA Family Center can be found at <http://www.nayapdx.org/about/jobs>.

### Please send application materials to:

Attn: Human Resources  
Native American Youth and Family Center  
5135 NE Columbia Boulevard  
Portland, OR 97218  
E-mail: [jobs@nayapdx.org](mailto:jobs@nayapdx.org)