



# 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”.**

## Housing Services Manager

<b>Position:</b>	<b>Housing Services Manager</b>
<b>Department/Program:</b>	Housing and Stabilization Services Department/Housing.
<b>Compensation:</b>	\$63,000 - \$70,000/Annually (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>Benefits:</b>	Most employee benefits are prorated by FTE Percentage, including paid time off, insurance policy contributions, and 401K match. Paid time off includes accruals of sick and vacation hours and 14 paid holidays. 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>Hours:</b>	General working hours are 9am-6pm; flexible work schedule available upon approval; evenings and occasional weekends, as assigned.
<b>Supervision:</b>	Supervises housing advocates/housing coordinator, resident services coordinators
<b>Reports To:</b>	Housing and Stabilization Services Director
<b>Job Location:</b>	Portland, OR
<b>Created/Revised:</b>	December 2023

### Position Description:

The Housing Services Manager manages multiple County and Home Forward-funded housing contracts and programs. This position must successfully work with housing advocates to align services and deploy critical resources to NAYA clients. This position has direct responsibility for the management and oversight of processes mandated by various funders regarding participant eligibility, quality assurance, documentation, approval of disbursements, as well as regular oversight of internal and external participant data. The Housing Services Manager will maintain a high standard of professionalism, confidentiality, and positive interactions with participants, staff, and community partners in accordance with NAYA Family Center policy. The Housing Services Manager must be able to motivate staff even while working through complicated and at times challenging participant interactions. This Manager must be able to manage multiple funding streams, monitor various contract outcomes and requirements, and be a strong community and systems change advocate.

### Essential Functions:

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- Serve as the primary contact with funding agencies in managing highly regulated housing programs, and maintain positive and effective relationships with public funders
- Track program and contract outcomes, and communicate successes and challenges with staff and Director
- Monitor and audit participant files and participant databases to ensure staff meet required contract standards as governed by Federal, State, County, and/or City guidelines
- Use positive, professional, and courteous oral and written communication skills with clients, staff, and community partners
- Hire, train, supervise and support housing services staff
- Work closely with Director and finance staff to regularly monitor program spending, and ensure proper management of resources from State, County, and local jurisdictions

## **Additional Housing Services Manager Duties:**

- Actively participate in the Housing and Stabilization Services leadership team
- Coordinate workforce training and professional development opportunities for self and team
- Create easy to follow systems, and ensure implementation across housing advocates
- Work with Director, NAYA staff, and external partners to provide critical resources and services to participants living at NAYA's affordable housing properties
- Collect participant and NAYA housing resident feedback and surveys to implement program improvements
- Write and submit narrative and budget reports to funders
- Support with writing grants, government proposals, and creating program budgets
- Additional NAYA Family Center Duties:
  - Understand and adhere to confidentiality
  - Represent NAYA with the utmost professionalism at community events and other public relations opportunities
  - Work as an active and collaborative member of the Community Development Department and NAYA
  - Contribute to fostering a safe and secure environment for community members and staff
  - Input and/or manage participant data, and maintain NAYA and/or contractually required information database systems to track participant information
    - Includes entering participant data, assisting and/or preparing periodic reports
    - Databases include but are not limited to: Efforts to Outcome (ETO), and WellSky HMIS
- Other duties as assigned by Housing and Stabilization Services Director

## **Qualifications:**

### Education & Experience:

- Minimum 3 years of experience supporting participants with housing resources or other critical needs
- Three years of experience successfully managing/supervising staff strongly preferred
- Knowledge of Assertive Engagement, Motivational Interviewing, Trauma Informed Care, Strengths Based services strongly preferred
- Knowledge of Native American history, an understanding of the diversity of the local American Indian/Alaskan Native community and issues surrounding the Urban Indigenous 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

### Skills:

- Demonstrated ability to work with different people and situations appropriately, including effective communication with people from diverse backgrounds
- Excellent written and verbal communication skills
- Ability to understand multiple funding streams and program instructions and
- Ability to create systems and processes for staff to follow in order to achieve contract outcomes
- Ability to write grants and reports for funders
- Excellent computer skills including:

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- Web-based research
- Word Processing
- MS Excel
- Database use
- Email
- PowerPoint

**Work Environment:** 80% office, 20% outside office including NAYA and travel time. 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)
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 at least 45 days after 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

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>.

**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 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, funding sources or organizational needs.

**Please send application materials to:**

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Attn: Human Resources  
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