



# 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”.**

## Position Description

<b>Position:</b>	<b>Family Shelter Manager</b>
<b>Department/Program:</b>	Housing and Stabilization Services Department, (Name TBD) Family Shelter
<b>Compensation:</b>	\$75,000-78,000 annually
<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 Monday-Friday 9am-6pm; flexible work schedule available upon approval; evenings and occasional weekends, as assigned. On-Call for shelter back-up (mostly by phone or text but occasionally in person) on a rotation
<b>Supervision:</b>	Supervision of up to 10 family shelter team members including one Assistant Shelter Manager
<b>Reports To:</b>	Director of Housing and Stabilization Services
<b>Job Location:</b>	Milwaukie and Portland, OR
<b>Created/Revised:</b>	January 3, 2024

### Position Description:

Provide leadership for new Indigenous Culturally Specific Family Shelter. Ensure a safe, welcoming and culturally based environment for shelter guests and staff and that the shelter is a minimal impact on the surrounding neighborhood. Develop and implement shelter operating protocols in alignment with contract from funder. Foundational principles include NAYA’s Relational World View, NAYA’s 10 Core Values, Assertive Engagement, Housing First and Harm Reduction. Ensure that required data is collected and entered in a timely manner and that shelter families are re-housed as quickly as possible using available vouchers and other resources.

### Essential Functions:

- Provide operational, on-site oversight to all aspects of shelter operations
- Ensure that the shelter is welcoming to Indigenous families experiencing homelessness, treating shelter guests with dignity, kindness and respect

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- Ensure the overall safety of the shelter, shelter guests and shelter staff
- Hire, train and support shelter staff
- Provide leadership, oversight and direction on all aspects of the approved shelter budget, ensuring that budget line items are spent out at a steady rate and available long term housing vouchers are utilized efficiently
- Ensure program participation in the County's Coordinated Housing Access (CHA), HMIS (Homeless Management Information System), and relevant networking meetings
- Ensure the accuracy and timeliness of data entry, data quality and all required reporting

## **Additional Family Shelter (Shelter Name TBD) Manager Duties:**

- Respond to emergency situations as back-up (3 person rotation during off site hours)
- Ensure that guest rooms are turned over as quickly as possible after one family exits so that another family can enter
- Develop and implement Shelter Operating Procedures and Shelter Guest Welcome Manual (including guest guidelines) in alignment with County contract and NAYA Core Values
- Develop and refine the organizational chart for the Family Shelter. Supervise the Assistance Family Shelter Manager. Work with the Director to determine which team members report directly to Shelter Manager, and which to Assistant Manager. Provide support and supervision to direct reports as well as indirect reports as needed
- With Director, serve as Liaison to the property owner around facilities, maintenance, repair, security and other matters as appropriate
- Other duties as assigned by Director of Housing and Stabilization Services

## **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 participant information
  - Includes entering participant data, assisting and/or preparing periodic reports
  - Database examples include but are not limited to: Efforts to Outcomes (ETO) and Homeless Management Information System (WellSky HMIS)
- 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 program team, departmental team and NAYA Leadership 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/or experience that provide the necessary skills
- Knowledge of underlying issues impacting homelessness and poverty required
- Knowledge of local community resources, emergency services, and social service agencies, focused on low-income and BIPOC community required
- 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 required
- Understanding of trauma-informed care, non-violent communication, and conflict resolution required

### Certifications/Credentials:

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- 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
- At least 3 years experience as a direct service provider and/or supervisor working with people experiencing homelessness and/or at high risk of homelessness
- At least one year managing or supervising team members, preferably in a housing setting
- Demonstrated ability to supervise team members in a supportive as well as accountable manner
- Demonstrated ability to manage complex, performance based contracts effectively and efficiently
- Experience using the Assertive Engagement and Housing First model of service delivery preferred

## Skills:

- Ability to support staff in a shelter setting where no two days are the same, shelter guests are likely to have experienced a high level of trauma, and self-care is crucial to team member retention
- Ability to stay composed and exercise good judgment in stressful situations such as working with participants facing trauma with multiple complex needs
- Ability to meet multiple, sometimes conflicting deadlines or workload demands by applying strong organizational systems and efficiently managing time
- 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:** 80% Shelter/office/remotely, 20% outside shelter including 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 per 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:**

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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 driver's license)
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 within 45 days after start date.
4. Successful completion of a DHS Background Check Unit

## **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 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](mailto:jobs@nayapdx.org)