Housing Referral Coordinator

The Native American Youth and Family Center (NAYA) serves self-identifying Native Americans, infant to Elder, in the Portland area. NAYA was founded by parent and Elder volunteers in 1974 who created a place for youth to engage in sports and recreation. Over the last 50 years, NAYA has become a gathering center for Native Americans to practice tradition, teach culture, and build community. Today we employ more than 160 staff who provide a continuum of self sufficiency and educational programs. We are also a powerful advocacy organization, giving a strong voice to the priorities of our people.

We seek a warm and organized social services or affordable housing professional to serve as Housing Referral Coordinator for Tistilal Village, an affordable multifamily rental housing project in the Portsmouth neighborhood of North Portland. As NAYA’s first large project completed as a lead developer, Tistilal Village is a transformational project for NAYA and the community we serve.

The Housing Referral Coordinator will be responsible for facilitating the application and leasing process for Tistilal Village’s 57 units in advance of its opening in August 2024. This is a limited duration role and is targeted to end on January 31, 2025. The role reports to Emily Schelling, Housing Development Program Manager.

NAYA offers an exceptional benefits package, including medical, dental and vision insurance, 401(k) retirement plan with match up to 6%, paid vacation and 14 paid holidays. Starting salary is $60,000 to $65,000 per year.

This role will work from NAYA’s main office on NE Columbia Blvd and will require use of one’s own vehicle for in town travel to meet with prospective renters and to visit Tistilal Village. This is a full-time, exempt role with work hours of 9 am to 6 pm with a one hour unpaid lunch. Working from home on Mondays and Fridays is acceptable after training and onboarding are complete.

Who You Are

- You are a social services professional with at least two year’s experience working directly with clients. Affordable housing experience is a plus.
- Ideally, you have experience working with the urban Native American population. Working within a tribe, board, or other Native organization is a plus.
- You have strong project management skills and are a very organized person.
- You have a strong sense of accountability and can always be counted on by your team. You are adept at helping others to be accountable, too.
- Start up experience is a plus. You are comfortable in roles where you have to start from scratch and you have to write the procedures yourself.
- You have a passion for helping others. You enjoy doing what it takes to get clients the services they need.
- You don’t mind sweating the details. You know that someone on the team has to be exceptional at managing details and you enjoy being that person.
- You have a large professional network, ideally including the Native community. You are always connecting people.
You are self aware. You are able to listen well and center others. You tend not to be defensive. You are generally OK making mistakes and taking responsibility for them.

You prefer a team environment at work, rather than working alone. You don’t hesitate to roll up your sleeves and pitch in, even when it’s not your job.

You have your own car and a valid Oregon or Washington driver’s license with no more than one major violation in the last three years, so that you can be covered under NAYA’s liability insurance. You don’t mind using your personal vehicle for work purposes (mileage reimbursed).

You truly enjoy attending all the events, such as Powwows and other community gatherings. One of your highest values is community. When you attend events, you connect with people easily, even those who are different from you.

You can successfully complete a background investigation, including a fingerprint criminal history check. See a list of disqualifying convictions here.

What You’ll Do

• Help achieve full occupancy of Tistilal Village by December 31, 2024 by assisting potential residents in completing the application process, including helping them obtain required documents and lifting logistical barriers such as transportation.

• Set up and manage an internal referral process so that NAYA clients can be referred to Tistilal Village, as well as to other NAYA housing.

• Assist NAYA staff in making referrals to Tistilal Village. Follow up to ensure that NAYA employees know and can follow the referral process.

• Implement a targeted outreach plan to market Tistilal Village to the Native community including communicating with urban Native-serving organizations and local tribes as well as planning and attending events where the Native American community gathers.

• Participate in weekly or biweekly Lease Up Coordination meetings.

• Already know or be able to quickly learn about affordable housing, low-income housing tax credit requirements, City of Portland housing policies, and property management.

• Document your work processes so that after the role ends, NAYA has a playbook for the referral and lease-up processes.

• Help internal NAYA collaborators and external partners to meet their project commitments.

• Travel locally during the work week using your vehicle (mileage reimbursed) or a NAYA vehicle.

• Help establish community, tenant and lease expectations to ensure Tistilal Village is a welcoming and inclusive community.

Application Instructions

Email a resume and cover letter to NAYA@ArrowTalentGroup.com. If you need accommodation during the application process, please note this in your email. Questions? Want to chat about this role before you decide to apply? Contact Emily Schelling, NAYA Housing Development Program Manager, or Michelle Valintis, NAYA Recruiter.

NAYA is committed to building a work environment that respects and inspires every community member. Our mission is to serve Urban Native youth and families, so we strongly encourage Native people to apply. We encourage applications from members of other historically marginalized groups, as well, including women, people of color, those with disabilities, members of the LGBTQ+ community, and those who have served in the military.
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 Referral Coordinator

Department/Program  Community Development/Housing Development
Compensation  $60,000 to $65,000 per year
Employment Status  Limited Duration (anticipated end on 1/31/2025), Full-Time, Exempt
Benefits  Medical, dental, vision and life insurance and flexible spending accounts. 401K retirement plan and match up to 6%. 14 paid holidays, sick and vacation accrual with vacation accrual increasing with tenure.
Hours  9 am to 6pm with occasional evening and weekend events required
Supervision  This role does not supervise others.
Reports To  Housing Development Program Manager
Job Location  5135 NE Columbia Blvd, Portland, OR 97218
Created/Revised  February 2024

Position Description
The Housing Referral Coordinator will be responsible for facilitating the application and leasing process for Tistolal Village’s 57 units in advance of its opening in late August 2024. Tistolal Village is an affordable multifamily rental housing project located in North Portland and a redevelopment of an existing NAYA property. As NAYA’s first large project completed as a lead developer, Tistolal is a critical and transformational project for NAYA and the community we serve. This position will work closely with NAYA clients and community members, NAYA staff, property management, NARA, and other agencies to achieve full occupancy. This is a limited duration role anticipated to end on January 31, 2025.

Essential Functions
• Assist potential residents in completing the application process, including:
  ○ Helping interested applicants fully understand the application and qualification process.
  ○ Assisting with gathering documents to support potential residents in completing the application process.
  ○ Lifting logistical barriers, such as transportation, to help interested applicants complete the application process.
• Set up and manage an internal referral process so that NAYA clients can be referred to Tistolal Village, as well as to other NAYA housing.
• Assist NAYA staff in making referrals to Tistolal Village. Follow up to ensure that NAYA employees know and can follow the referral process.
• Develop and implement a targeted outreach plan to market this housing opportunity to the Native community including:
  ○ Communicating with urban Native-serving organizations and/or local tribes
  ○ Planning and/or attending events where the Native American community gathers to market this opportunity
• Participate in weekly or biweekly Lease Up Coordination meetings.
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- Already know, or be willing to quickly learn, about affordable housing, low-income housing tax credit requirements, City of Portland housing policies, and property management.
- Document your work processes so that after the role ends, NAYA has a playbook for the referral and lease-up processes.
- Establish partnerships with other Native or community organizations with the aim of recruiting potential tenants.
- Help internal NAYA collaborators and external partners to meet their project commitments.
- Travel locally during the work week, mostly in the Cully neighborhood, using your vehicle (mileage reimbursed) or a NAYA vehicle.
- Help establish community, tenant and lease expectations to ensure Tistilal Village is a welcoming and inclusive community.

Additional NAYA Youth and Family Center Duties
- Understand and adhere to confidentiality
- Support the coordination of wraparound services with other NAYA Family Center programs
- Maintain NAYA and/or contractually required information database systems to track client information
- This may include entering client data, assisting and/or preparing periodic reports
- Databases include but are not limited to: ServicePoint and Efforts to Outcome (ETO)
- Work as an active member of Community Development team
- Participate actively in team projects and events
- Conduct yourself in a respectful manner at events, as you are representing NAYA
- Other duties as assigned by the Housing Development Program Manager

Qualifications

Education & Training
- There are no formal educational requirements for this role.

Certifications/Credentials:
- You have your own car and a valid Oregon or Washington driver’s license with no more than one major violation in the last three years, so that you can be covered under NAYA’s motor vehicle insurance.

Experience
- At least two years’ experience working in social services.
- Affordable housing experience, lease-up experience and property management experience are all pluses but not required.
- Project management experience is required.
- Experience working with the urban Native American population, including working within a tribe, board, or other Native organization is a plus
- Knowledge or commitment to learn Native American history, an understanding of the diversity of the local American Indian/Alaska Native community and issues surrounding the Urban Indian experience

Skills
- You have strong project management skills. You have a strong sense of accountability and can always be counted on by your team.
- You are adept at helping others to be accountable. By setting a good example, you encourage collaborators to complete their work on time, too.
- You have work or lived experience in the Native community, or you have a commitment to learn Native history and the unique strengths and challenges of Urban Natives.
- You are comfortable in roles where you have to start from scratch, and you have to write the procedures yourself.
NAYA Family Center | Housing Referral Coordinator

- You have a passion for helping others. You enjoy assisting people with transportation, gathering documents, or whatever it takes to complete an administrative task.
- You don’t mind sweating the details. You know that someone on the team has to be exceptional at managing details and you enjoy being that person.
- You have a large professional network, ideally including the Native community. You are always connecting people.
- You are self-aware. You can listen well and center others. You tend not to be defensive. You are generally OK making mistakes and taking responsibility for them.
- You are known for bringing order to your team’s work. You are a systems thinker and are always thinking about ways to get the work done faster and with fewer errors.
- You prefer a team environment at work, rather than working alone. You don’t hesitate to roll up your sleeves and pitch in, even when it’s not your job.
- You truly enjoy attending all the events, such as Powwows and other community gatherings. One of your highest values is community. When you attend events, you connect with people easily, even those who are different from you.

Work Location
The Housing Development team works in the office Tuesday through Thursday, with the option to work in the office or from home on Mondays and Fridays after onboarding and initial training are complete. Working from home on Mondays and Fridays is not guaranteed, and occasionally it is required to be in person at work on those days.

Physical Requirements
- Required to sit for extended periods of time in meetings and at a desk.
- Occasionally lift up to 20 pounds.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

Travel for Work
This position does not routinely travel for work outside the Portland metro area. Travel within the Portland area to help support NAYA clients and community members and to meet with property managers will occur regularly.

Safety Considerations
There are no safety considerations beyond those associated with an office role.

Other Requirements:
1. Valid Oregon or Washington driver’s license and ability to be insured under NAYA’s liability insurance policy, i.e. no more than one major driving violation in the last three years.
2. Successful completion of a background investigation, including a fingerprint criminal history check. See a list of disqualifying convictions here.

Application Procedures:
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