



Native American Youth and Family Center

5135 NE Columbia Blvd, Portland, OR 97218 | p 503.288.8177 | f 503.288.1260 | nayapdx.org

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:	Family Shelter Housing Retention Advocate
Department/Program:	Housing and Stabilization Services Department
Compensation:	\$29/hour
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.
Employment Status:	Regular, Full-Time, Non-Exempt.
Hours:	General work hours are 9am-6pm; some flexibility with work schedule available upon pre-approval; evenings and occasional weekends, as assigned.
Supervision:	No supervisory requirements
Reports To:	Family Shelter Manager
Job Location:	Milwaukie and Portland, OR
Created/Revised:	March 2024

Position Description:

The NAYA Family Center is Portland’s home for Indigenous peoples from across the continent, hosting dozens of programs that support and are led by youth, families, and elders. NAYA is looking for dedicated and caring individuals who will support families experiencing homelessness that reside in NAYA Family Shelter to obtain Regional Long-Term Housing (RLRA) vouchers, locate and maintain safe, stable long-term housing. Access and navigate support resources from public and private organizations (such as landlords, employers, and government agencies including tribal nations). Retention Specialists will work in collaboration with RLRA Housing Navigators to accomplish the listed tasks. Housing Retention Specialists will build relationships with families by fostering trust and supporting their strengths and capabilities in a fully engaging manner. This is primarily a direct service position with some time spent performing administrative tasks such as gathering and tracking eligibility documentation, data collection, reporting and service coordination while working in a family shelter environment.

Essential Functions:

- Use strengths-based case management, Motivational Interviewing, Housing First and Assertive Engagement approach. Use assertive engagement techniques to meet participants where they are willing to participate and collaborate with participants in setting goals and identifying steps to achieve them
- Assist with permanent housing placement including search, application, landlord advocacy, move-in support, securing furnishings, setting up utilities, and other housing stabilization activities
- Provide supportive housing services to families to promote housing retention, including options to increase income over time
- Maintain communication with and be responsive to property managers if concerns arise to support participants in retaining their housing and avoiding eviction. Follow up with property managers to determine outcome of any needed interventions
- Regularly connect with and/or visit with newly placed families in their homes. Work collaboratively with participants on ongoing needs assessment. Continue to contact and support housed families to promote housing stabilization for at least two years.

Additional Duties:

- Encourage families to enroll all school age children in an available school that most closely meets their needs
- Support participants in connecting or reconnecting with their culture and traditions as one part of a helpful path forward
- Develop positive relationships with collaborative partners, external providers, and property managers. Coordinate closely with other providers/support systems to address participant needs; including referring and connecting participants to services provided by other agencies
- Maintain documentation in a timely, thorough, and accurate manner in accordance with agency guidelines and as required by funding sources
- Consistently use strong professional judgment while providing services to participants; including taking appropriate safety precautions while transporting participants and working with participants in the community and in their homes
- Provide ongoing assessment of risk of harm for each individual and respond appropriately
- Actively and collaboratively participate in multi-disciplinary team meetings and consultations
- Collect information on participant demographics and program outcomes
- Other duties as assigned by Family Shelter 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 participant information, database examples include but are not limited to: Efforts to Outcome (ETO) and WellSky Homeless Management Information System
- 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 the Department's housing team
- Participate in cross-departmental team projects and contribute to fostering a safe and healthy environment

Qualifications:

Education & Training:

- High school diploma or GED 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 Indigenous/Alaska Native community and issues surrounding the Urban Indian experience preferred
- Understanding of trauma-informed care, non-violent communication, and conflict resolution

Certifications/Credentials:

- Certification (or ability to certify) and ability to maintain certification in Cardio Pulmonary Resuscitation (CPR), 1st Aid and Automatic External Defibrillator (AED), if requested
- Certification or ability to certify in Mental Health First Aid and other crisis intervention methods.
- Certification or ability to certify in Naloxone training.
- Other certifications or training as assigned by Family Shelter Manager as it pertains to position.

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

NAYA Family Center | Position Description: RLRA Family Housing and Retention Advocate

- At least 6 months experience in a role that included helping low-income or homeless people navigate systems, document eligibility, apply for housing or similar tasks required
- Experience using the Assertive Engagement and Housing First model of service delivery preferred

Skills:

- 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
- Clear and effective communication skills including active listening
- Proficient computer skills including:
 - Web-based research
 - Word Processing
 - MS Excel
 - Database use
 - Email

Work Environment: NAYA employees are expected to work on site in the shelter and community. With supervisory approval, employees may be able to work remotely occasionally 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
- 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 for more information)
3. Must be fully vaccinated for COVID-19 within 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
3. A completed NAYA Application for Employment Form

NAYA Family Center | Position Description: **RLRA Family Housing and Retention Advocate**

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