



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 Shelter Housing Navigator

Position:	Family Shelter Housing Navigator
Department/Program:	Housing and Stabilization Services Department/Family Shelter
Compensation:	\$29.00/hour
Benefits:	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%.
Employment Status:	Regular, Full-Time, Non-Exempt
Hours:	General working hours are 9am-6pm; flexible work schedule available upon approval; evenings and occasional weekends, as assigned.
Supervision:	No supervisory requirements
Reports To:	Family Shelter Manager
Job Location:	Milwaukie, OR
Created/Revised:	March 2024

Position Description:

NAYA is looking for dedicated and caring individuals who will support families experiencing homelessness that reside in NAYA Family Shelter to become document ready to apply for long term housing, overcome rental screening barriers, and apply for safe and affordable long-term housing. The Housing Navigator has a major role in resource navigation and referral, documentation collection, barrier mitigation, and provides flexible participant assistance to support the rapid transition of shelter families to available housing resources. The Housing Navigator has a budget of flexible assistance funds to support participants with obtaining important housing documents, removing housing barriers, and paying for eligible housing related expenses 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 participant 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 family.

Essential Functions:

- Work with families to build relationships and work on resource navigation, document collection, barrier mitigation
- Work closely with families in shelter to verify eligibility for a variety of housing resources
- Support with lease up process of new permanent supportive housing buildings/opportunities
- Regularly utilize the coordinated assessment tool to assess vulnerability
- Facilitate document readiness i.e., birth certificates, identification and other documentation associated with the lease up process.
- 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.

Additional Family Shelter 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
- Facilitate a smooth transition between the household and the Housing Retention Specialist or housing provider
- 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
- 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
- Respond to requests and guidance from Family Shelter Manager
- 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 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
- 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 Cardiopulmonary Resuscitation (CPR), 1st Aid and Automatic External Defibrillator (AED)
- 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
- 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

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- 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 and challenges in shelter setting
- 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. 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)
2. 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>.

Application Deadline: Open until filled

Attention: Incomplete applications will not be considered. Electronically submitted applications are preferred. Due to the sheer number applicants, only those applicants selected for an interview will be contacted. Please

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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