



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

Position:	DCT Advocate
Department/Program:	Youth and Education Services, Youth Housing Program
Compensation:	Starts \$28.00 hourly
Benefits:	Paid time off is based on tenure with the agency and includes accruals of sick and vacation hours. NAYA recognizes 14 paid holidays per calendar year. NAYA also provides medical, dental, vision insurance and Life Insurance. Employees may enroll in a 401K retirement plan after 3 months of employment.
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:	Youth Housing Services Manager
Job Location:	Portland, OR
Created/Revised:	July 2025

Position Description:

The DCT Advocate will engage youth from the Direct Cash Transfer program who are ready to move into housing. The DCT Advocate will participate in engagement and navigation activities with the youth to facilitate a smooth and rapid transition into housing resources. Engagement and navigation activities may include, but are not limited to, relationship development, information and referral, vulnerability assessment, barrier mitigation and facilitating document readiness. The DCT Advocate will also create and maintain professional relationships with property management, while supporting youth in developing the skills to be a good tenant.

Essential Functions:

- Work closely with youth to verify eligibility for a variety of housing resources
- 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
- Enter case notes for each household into ETO, including client encounters
- Facilitate a smooth transition between the household and the housing provider
- Initiate and support processes that reduce harm to homeless families and promote transition into permanent housing including:
 - Integrating and connecting youth with appropriate supports and community resources (such as employment or financial assistance)
 - Locating, coordinating, and/or providing transportation services
- Provide ongoing financial wellness workshops, including group and individual financial education
- Ensuring DCT 2.0 contract compliance, collection of data, and timely reporting

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- Participate in trainings and/or meetings to ensure program outcomes are achieved

Additional Duties:

- Other duties as assigned by Youth Housing 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
 - Includes entering client data, assisting and/or preparing periodic reports
 - 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 at community events and other public relations opportunities
 - Work as an active member of departmental team
 - Participate actively in cross-departmental team projects
 - Contribute to fostering a safe and secure environment for community members and staff

Qualifications:

Education & Training:

- Bachelor's degree in social work, Human Services, or similar field preferred; high school diploma or GED required
 - An equivalent combination of education and experience may be an acceptable substitute
- Knowledge of underlying issues impacting homelessness and poverty (such as trauma and mental illness) required
- Knowledge of local community resources, emergency services, and social service agencies, especially with low-income and ethnic minority clientele 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

Certifications/Credentials:

- Certification (or ability to certify) and ability to maintain certification in Cardiopulmonary Resuscitation (CPR), 1st 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
- Two (2) years of experience working with homeless individuals and/or families required
- Experience using the Assertive Engagement and Housing First model of service delivery preferred
- Demonstrated experience working with landlords/property management preferred
- Ability to stay composed and exercise good judgment in stressful situations
- Ability to connect with clients in a manner that successfully motivates them to achieve better outcomes
- Ability to work independently and efficiently in a variety of community-based, non-traditional settings
- Ability to work in an interdisciplinary team setting
- Ability to meet multiple, sometimes conflicting deadlines or workload demands by applying strong organizational systems and efficiently managing time
- Ability to deal with different people and situations appropriately, including effective communication with people from diverse backgrounds
- Communication skills, active listening, verbal and written, including public presentation skills
- Proficient computer skills including:
 - Web-based research
 - MS Excel
 - Database use

- Email

Skills:

- Ability to manage and maintain a high-volume caseload of participants efficiently
- Ability to stay composed and exercise good judgment in stressful situations, such as dealing with distressed and/or demanding clients
- Ability to communicate with and develop positive relationships with youth, including skills such as:
 - Listening in a non-judgmental way
 - Using respectful language
 - Being direct and clear as appropriate
 - Avoiding power struggles
 - Honoring client confidentiality
 - Communicating effectively with both young people and adults
- Ability to connect with clients in a manner that successfully motivates them to achieve better outcomes
- Ability to develop and maintain professional and trusting relationships
- Ability to actively support and work with sexual minority and culturally diverse staff, participants, and community
- Ability to work independently and efficiently in a variety of community-based, non-traditional settings
- Ability to work in an interdisciplinary team setting
- Ability to consistently apply sound decision-making procedures and a thorough analysis of the situation when solving problems
- Ability to be extremely flexible when managing changing priorities and schedules, without compromising quality of outcomes, ability to complete tasks, or uphold commitments
- Ability to meet multiple, sometimes conflicting deadlines or workload demands by applying strong organizational systems and efficiently managing time
- Ability to deal with different people and situations appropriately, including effective communication with people from diverse backgrounds
- Ability to respect and honor cultural and human diversity, including:
 - Exhibiting an awareness of commonalities and differences (such as gender, race, age, culture, ethnicity, class, religion, disability) among youth of diverse backgrounds and shows respect for those of different talents, abilities, sexual orientation and faith
 - Building on diversity among and between individuals to strengthen the program community and the community at large
 - Serving as a role model for the principles of inclusion and tolerance
 - Understanding and respecting culture of youth/families

Work Environment: 70% office, 30% outside office 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 50 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.*

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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 [here](#) for more information)
3. Successful completion of a DHS Background Check Unit

Application Procedures:

Interested candidates should submit:

- A Cover Letter addressing your qualifications for the position and why you are interested in joining the NAYA Family Center team
- A current Resume

Note: Candidates selected for a job offer will be asked to complete a NAYA application, if they haven't already

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 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 submit application materials via the links on our website or 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