



# 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

<b>Position:</b>	<b>Family Shelter Housing Navigator</b>
<b>Department/Program:</b>	Housing and Stabilization Services Department/Family Shelter
<b>Compensation:</b>	\$30.17 hourly
<b>Benefits:</b>	Medical, dental, vision and life insurance and flexible spending accounts. 401K retirement plan and match up to 6%. 16 paid holidays, sick and vacation accrual with vacation accrual increasing with tenure.
<b>Employment Status:</b>	Regular, Full-Time, Non-Exempt
<b>Hours:</b>	General working hours are 9am-6pm; flexible work schedule available upon approval; evenings and occasional weekends, as assigned.
<b>Supervision:</b>	No supervisory requirements
<b>Reports To:</b>	Family Shelter Manager
<b>Job Location:</b>	Milwaukie, OR
<b>Created/Revised:</b>	March 2026

### Position Description:

NAYA is looking for dedicated and caring individuals who will support families experiencing homelessness that reside in k<sup>h</sup>wat yaka haws (Auntie’s Place) 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 maintaining a welcoming environment for Indigenous families, 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 navigate resources
- Work closely with families in shelter to verify eligibility for housing
- Facilitate groups weekly including but not limited to, financial wellness, life skills, resource
- Support with lease up process of new permanent supportive housing buildings/opportunities
- Regularly utilize the coordinated assessment tool and access MSST to open more housing options
- Facilitate document readiness i.e., birth certificates, identification and other documentation associated with the lease up process. Provide stabilization plan within 3 days of admittance into shelter
- Provide barrier mitigation to facilitate a rapid transition

# NAYA Family Center | Position Description: Family Shelter Housing Navigator

## **Additional Family Shelter Duties:**

- Schedule and attend home visits for continued navigation support for families
- Support participants in connecting or reconnecting with their culture and traditions
- Cross train and work as a team with Retention Specialist to support Retention services
- 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 other NAYA services
- Consistently use strong professional judgment 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 policies and procedures
- 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 HSSD team
- Participate actively in cross-departmental team projects
- Contribute to fostering a safe and secure environment for community members

## **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), 1<sup>st</sup> 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
- Experience using the Assertive Engagement and Housing First model of service delivery preferred

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## 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, motivational interviewing
- Proficient computer skills including:
  - Web-based research
  - Word Processing
  - MS Office Suite
  - Database use
  - Email

**Work Environment:** NAYA employees are expected to work on site in the shelter and community. Work is performed in a small, shared office setting.

## **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, scanner, 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

## **Application Procedures:**

Interested candidates should submit:

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

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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 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 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](mailto:jobs@nayapdx.org)