



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”.

Resident Services Coordinator

Position:	Resident Services Coordinator
Department/Program:	Housing and Stabilization Services Department
Compensation:	\$26-\$27/hour
Benefits:	NAYA recognizes 16 paid holidays per 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 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:	Housing Services Manager
Job Location:	Portland, OR
Created/Revised:	August 20, 2025

Position Description:

This position requires experience working with individuals who have experienced unstable housing at some point and understand or can easily learn about trauma informed care. We are looking for someone who possesses strong organizational and interpersonal communication skills and enjoys supporting youth and families, accessing resources and providing community-building programs and services. We are seeking an individual who enjoys meeting and getting to know residents and families through program activities. This position will involve spending time at various affordable housing properties in Portland.

Essential Functions:

- Conduct outreach efforts for all new residents during their first two weeks of tenancy and invite new residents to meet and learn about resident services and NAYA programs
- Identify service needs of residents by engaging directly with them and asking them what they need
- Advocate for residents to maintain successful, permanent housing
- Work closely with on-site property manager and maintenance tech to ensure successful, stable residents and a positive and healthy living environment
- Support residents to access community resources, as well as connect them to NAYA’s wraparound services
- Assess the needs of the residents and organize/implement on-site events which focus on cultural arts, health and wellness, youth engagement and other activities aimed at creating a strong, safe, and healthy community
- Collect and track data on notices, resident contacts, interventions and success in accordance with Home Forward requirements

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Additional Functions:

- 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 and external providers
- Work collaboratively with and be responsive to property management if concerns arise, to support residents in retaining their housing and avoiding eviction. Follow up with property management to determine outcome of any needed interventions
- Learn about and maintain separation of roles between resident services and property management. Support residents in understanding the separation or roles between property management and resident services by explaining the separation if needed. This may include but is not limited to helping residents submit incident reports and maintenance requests to property management
- Work collaboratively with participants on ongoing needs assessment. 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
- Provide ongoing assessment of risk of harm for each individual and respond appropriately
- Actively and collaboratively participate in multi-disciplinary team meetings and consultations
- Other duties as assigned by Housing Services Manager or Director

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)
- 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:

- GED or High School Diploma required; at least 2 years employment experience required
- Knowledge of underlying issues impacting homelessness and poverty 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), if requested

Experience:

- Experience with afterschool programming or experience delivering youth and/or family services preferred
- 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
- 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
- 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
- Experience or knowledge of Fair Housing and/or tribal housing preferred

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- 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: Estimated 90% on site, 10% outside office including travel time. NAYA Resident Services employees are expected to work on site.

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

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

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

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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