



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:	Housing Specialist
Department/Program:	Housing and Stabilization Services Department/Family Shelter
Compensation:	\$30.17/hour
Benefits:	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.
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:	April 2026

Position Description:

NAYA is looking for dedicated and caring individuals who will support families experiencing homelessness that reside in k^hwat 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 Specialist has a major role in maintaining a welcoming environment for Indigenous families, stabilization planning, resource navigation and referral, barrier mitigation, and provides flexible participant assistance to support the rapid transition of shelter families to available housing resources. Engagement and Retention activities include home and community visits, being liaison with landlords, continued resource support up to 2 years after placement in long term housing and employment success planning. Relationship retention as well as tracking and reporting participant data, supporting people with breaking cycles of trauma and healing with Indigenous practices are also important job components. The Housing Specialist will also participate in case conferencing with Clackamas County and multiple providers.

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
- 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
- Assist with permanent housing placement including search, application, landlord advocacy, move-in support
- 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

NAYA Family Center | Position Description: **Family Housing Navigator**

- Regularly utilize the coordinated assessment tool and access MSST to open more housing options
- Provide barrier mitigation to facilitate a rapid transition

Additional Housing Specialist Duties:

- Deliver trauma-informed, culturally based services aligned with the Relational World View Model, helping participants reconnect with culture and traditions.
- 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
- Maintain timely, thorough, and accurate documentation in accordance with agency guidelines and funding requirements.
- Regularly assess for risk of harm and exercise strong professional judgment, including taking safety precautions during community and home-based work.
- Actively and collaboratively participate in multi-disciplinary team meetings and consultations
- Facilitate weekly housing navigation groups and fulfill other duties as assigned by the Family Shelter Manager.

Additional NAYA Family Center Duties:

- Understand and adhere to confidentiality and social media 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: Case Worthy, SharePoint
- 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 CPR, First Aid and 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

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- At least 6 months experience in a case management role that included helping low-income or homeless people navigate systems, document eligibility, apply for housing and retain 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 and challenges in shelter setting
- Ability to meet multiple, sometimes conflicting deadlines or workload demands by applying strong organizational systems and efficiently managing time
- Supportive de-escalation skills and strategies
- Ability to complete case management documentation in a timely manner
- Clear and effective communication skills including active listening, motivational interviewing, strength-based language
- Proficient computer skills including:
 - Web-based research
 - Word Processing
 - MS Office Suite
 - Database use
 - Email

Work Environment: NAYA shelter employees are expected to work primarily on-site in a small, shared office space in the shelter. Employees in this role will also spend time working, driving, and supporting Relatives in community.

Physical Requirements:

- The employee is occasionally required to stand; walk; sit; use hands to 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:

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

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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*

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
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Portland, OR 97218
Fax: (503) 288-1260
E-mail: jobs@nayapdx.org