



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”.

Emergency Services Manager

Position:	Emergency Services Manager
Department/Program:	Housing and Stabilization Services Department/Rent and Energy Assistance
Compensation:	\$73-\$85,000 annually
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, Exempt
Hours:	General working hours are 9am-6pm. Flexible work schedule available upon approval; evenings and occasional weekends, as assigned.
Supervision:	Supervises energy assistance specialists and rent assistance advocates
Reports To:	Housing and Stabilization Services Director
Job Location:	Portland, OR
Created/Revised:	December 2025/April 2026

Position Description:

The Emergency Services Manager manages multiple County, Home Forward, and Clark County-funded rent and energy assistance contracts and programs, serving hundreds of people each year. This position will work with direct service staff to successfully align services and deploy critical resources to NAYA community members. This position manages processes mandated by various funders regarding participant eligibility, quality assurance, documentation, approval of disbursements, and regular oversight of internal and external participant data.

The Emergency Services Manager will maintain a high standard of professionalism, confidentiality, and positive interactions with participants, staff, and community partners. The Emergency Services Manager ensures that services are delivered in a trauma-informed, culturally based manner, in alignment with NAYA’s core values and the Relational Worldview Model. The Emergency Services Manager must be able to motivate staff even while working through complicated and, at times, challenging participant interactions. The Emergency Services Manager must be able to manage multiple funding streams, monitor various contract outcomes and requirements, and be a strong community and systems change advocate. At times, the Emergency Services Manager may directly deliver energy and rent assistance services. There may be additional funding and staffing opportunities resulting from a grant application currently in process, and any resulting resources would fall under the responsibility of the Emergency Services Manager.

Essential duties:

- Serve as the primary contact with funding agencies in managing highly regulated energy assistance and rental assistance programs, and maintain positive and effective relationships with public and private funders
- Use positive, professional, and courteous oral and written communication skills with community members accessing or requesting services, staff, and community partners
- Hire, train, supervise, and support energy assistance and rent assistance services staff and deliver these services directly when needed

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- Regularly provide positive and effective coaching and feedback to staff
- Work closely with department Director and finance staff to regularly monitor program spending, and ensure proper management of resources from State, County, and local jurisdictions
- Track program and contract outcomes, and communicate successes and challenges with staff and Director

Additional Emergency Services Manager Duties:

- Conduct 13-point reviews of electronic energy applications and ensure corrective actions issued by funder are addressed in a timely manner
- Monitor participant rent assistance files and databases to ensure staff meet required standards outlined in contracts from funders
- Maximize efficiency by managing the energy assistance appointment schedule
- Actively participate in Housing and Stabilization Services leadership team
- Coordinate workforce training and professional development opportunities for self and team
- Work with Director, NAYA staff, and external partners to provide energy and rent assistance services to residents of NAYA's affordable housing sites
- Draft program work plans and coordinate program outreach efforts in partnership with the Director of Housing and Stabilization Services
- Work with Director and Data and Reporting Specialist to write and submit narrative and budget reports to funders
- Support with writing grants, government proposals, and creating program budgets as requested
- Provide high-quality direct services as needed, especially in the event of staff vacancies or protected leaves
- Additional NAYA Family Center Duties:
 - Understand and adhere to confidentiality
 - Represent NAYA with the utmost professionalism at community events and other public relations opportunities
 - Work as an active and collaborative member of the Housing & Stabilization Services Department and NAYA
 - Contribute to fostering a safe and secure environment for community members and staff
 - Input and/or manage participant data, and maintain NAYA and/or contractually required information database systems to track participant information
 - Includes entering participant data, assisting and/or preparing periodic reports
 - Databases include but are not limited to: OPUS, Efforts to Outcome (ETO), and WellSky HMIS
- Other duties as assigned by Housing and Stabilization Services Director

Qualifications:

Education & Experience:

- Minimum 3 years of experience supporting participants with housing resources or other critical needs
- Three years of experience successfully managing/supervising staff strongly preferred
- Knowledge of Assertive Engagement, Motivational Interviewing, Trauma Informed Care, Strengths Based services 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 Indigenous 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

Skills:

- Demonstrated ability to work with different people and situations appropriately, including effective communication with people from diverse backgrounds
- Excellent written and verbal communication skills
- Ability to understand multiple funding streams and program instructions and

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- Ability to create systems and processes for staff to follow to achieve contract outcomes
- Ability to write grants and reports for funders
- Excellent computer skills including:
 - Web-based research
 - Word Processing
 - MS Excel
 - Database use
 - Email
 - PowerPoint

Work Environment: 85% office, 15% 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 a 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 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 accommodation 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 https://www.pps.net/cms/lib/OR01913224/Centricity/Domain/60/Forms%20-%20Fingerprinting/Disqualifying_Convictions_2015.pdf 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.

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 applicants selected for an interview will be contacted. Please respect

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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, funding sources, or organizational needs.

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