CHIEF OPERATING OFFICER

Portland, Oregon

NAYA Family Center

POSITION OVERVIEW

The **Native American Youth and Family Center (NAYA) seeks a Chief Operating Officer (COO)** to join its executive leadership team. The COO will provide strategic leadership and oversight of core operations functions, including HR/People, IT, Facilities, Capital Planning, and the systems and infrastructure that nurture this vibrant and diverse community-based organization serving the Portland metro area's Native community. As NAYA continues to grow in complexity, scale, and geographic footprint, the COO will play a central role in strengthening the organization's capacity for the future. The heart of NAYA is its 10-acre campus situated on **Neerchokikoo**, a former Chinook trading and fishing village site, that now houses NAYA's administrative offices, the Many Nations Academy, a community garden, and gathering spaces for programs, youth, and Elders. In addition to the main campus in northeast Portland, NAYA has housing and program locations across Portland, Clackamas County, and Vancouver, Washington, and is structured as 501(c)(3), 501(c)(4), and LLC entities. The COO supervises a team of 3 direct reports, leads a department of 15 FTEs, and supports an organization-wide budget of $23M and 170 employees.

The ideal COO is a strategic leader who pairs systematic thinking with a relational approach. They can see the big picture while ensuring that complex initiatives move forward with clear ownership, realistic timelines, strong coordination, and accountability. They anticipate challenges before they become urgent, nurture people and culture, and build the infrastructure necessary to support NAYA's continued growth and long-term sustainability. The COO will work closely with the CEO and C-Suite to strengthen organizational alignment, advance strategic priorities, and create the conditions for NAYA's people and programs to thrive.

ABOUT NAYA

The Native American Youth and Family Center (NAYA) was founded as an urban Indian organization by parent and elder volunteers in 1974 and incorporated as a 501(c)(3)nonprofit organization in 1994. NAYA serves self-identified Native Americans, from infants to Elders, across the Portland, Oregon, metropolitan area. Throughout its history, NAYA has sustained its diverse traditions while expanding and modernizing its programs and services to meet the needs of its people. Today, it impacts the lives of over 10,000 individuals from over 380 tribal backgrounds annually. **NAYA's mission is to enhance the diverse strengths of our youth and families in partnership with the community through cultural identity and education.**

NAYA's vision of Portland's Native community in 50 years is one in which the Portland region has a large, growing, proud Native community grounded in its traditional worldview. This united and connected community celebrates its multicultural and multi-tribal heritage as a source of strength. It understands the connection between environment, culture, spirituality, and wellness. Economically secure families thrive and live in homes that provide stability and a place to practice culture and connection. Its successful businesses support the entire Native community and its prosperity. NAYA's organizational values of respect, balance, pride, giving, community, tradition, kindness, accountability, diversity, and leadership are centered in daily life at its campus and service locations. You can learn more about NAYA on its website.

THE OPPORTUNITY

The Chief Operating Officer will join an organization with talented and deeply committed staff, strong community relationships, and a growing footprint. The successful leader will build upon the dedication and institutional knowledge already present while creating the systems, structures, and leadership capacity necessary for NAYA's future. Reporting to the CEO, they will provide leadership and oversight to HR, IT, and Operations, and bring specific leadership in the following areas:

Organizational Leadership and Essential Functions

- Provide strategic oversight to operations functions, ensuring they effectively serve NAYA's mission and community and build capacity for continued growth. Serve as a core member of the executive leadership team, guiding the organization and implementing the strategic plan.
- Provide functional leadership to Human Resources, IT, and Operations (Facilities, Safety, Main Campus Kitchen, Fleet, and Reception), including oversight of personnel and budgets.
- Translate organizational strategy into effective operating plans, systems, priorities, and implementation. Support grant and fundraising initiatives related to campus improvements and capital planning.
- Ensure major initiatives are appropriately coordinated across departments and aligned with organizational priorities. Develop clear project structures, including goals, timelines, milestones, responsibilities, decision-making processes, and accountability.

People and Human Resources

- Provide strategic oversight of human resources and partner with HR leadership to identify capacity needs and strengthen the organization's ability to provide both effective day-to-day HR functions and strategic people leadership.
- Partner with the Chief Programs Officer and the executive leadership team to strengthen management and supervisor development so leaders are equipped to effectively lead and support their teams. Support the creation of clearer pathways for professional development, leadership growth, and employee advancement.
- Foster and promote a workplace culture in which employees feel supported, treated fairly, connected to NAYA, and equipped to succeed. Support the development of consistent training related to organizational policies, processes, and procedures.
- Partner with the HR Manager to periodically review NAYA's benefits package and oversee the selection and negotiation with vendors.

Operations, Technology, Facilities, and Capital Planning

- Provide leadership for facilities-related projects as well as short- and long-term capital planning, working closely with C-Suite colleagues and other key leaders to ensure alignment with organizational priorities. In the next 6-24 months, provide key leadership to significant facilities upgrades at the main campus (HVAC and roof).
- Develop an integrated campus plan for NAYA's facilities beyond the main campus, which include approximately 400 units of affordable housing, an early learning center, a shelter in Clackamas County, and office and program sites in Portland's Cully neighborhood and Vancouver, Washington.
- Ensure NAYA's facilities and operational infrastructure effectively and cohesively support programs, staff, and community members. Foster strong cross-departmental coordination between IT, HR, Operations (Facilities, IT, Main Campus Kitchen, Reception/Front Desk, and Fleet), and program teams to strengthen organizational effectiveness, support program outcomes, and advance NAYA's mission.
- Develop a long-term asset management strategy for NAYA's main campus and collaborate with the Community Development Department to coordinate the long-term asset management strategy for NAYA's affordable housing portfolio.
- Support the IT Manager's initiatives to upgrade and integrate key technology systems and infrastructure.

Organizational Effectiveness, Risk Management, and Safety

- Thoughtfully assess NAYA's operational infrastructure, policies, and processes, and collaborate with staff to implement improvements that strengthen organizational effectiveness. Lead the development, enhancement, implementation, and consistent application of policies and procedures.
- Develop an organization-wide approach to risk management and compliance, including emergency preparedness, business continuity, facilities and asset management, insurance, and safety. Foster a balanced approach that anticipates risks, strengthens preparedness, and builds systems that protect NAYA and support its long-term sustainability in culturally appropriate ways.
- Provide guidance to the Operations Manager and the work of the Safety Committee relating to planning and risk management, and the assessment and annual renewal of NAYA's insurance policy.
- Partner with the Chief Programs Officer to ensure the successful execution of large-scale community events such as the annual Neerchokikoo powwow that require significant operations and organizational planning.

Team Management

- Recruit, support, and empower a high-performing operations team (currently 15 FTE, including 3 managers). Ensure the team structure supports departmental goals, promotes efficient, transparent workflows, and reflects NAYA's culture.
- Foster strong staff performance through clear expectations, ongoing professional development, and a healthy, mission-aligned team culture. Nurture a collaborative, positive, and results-oriented work environment.

QUALIFICATIONS

NAYA seeks a thoughtful, values-driven leader with strategic perspective, operational expertise, a collaborative, solutions-oriented approach, and a deep commitment to NAYA's mission. No candidate will bring every qualification, and we encourage you to apply if many of the following values, professional and lived experiences, and core competencies resonate with you.

Management and Leadership Orientation

Strategic Thinking and Leadership
The ability to see the larger organizational picture while translating strategy into practical plans, systems, and action. A forward-looking approach that anticipates challenges, identifies risks, and builds capacity before problems become urgent.

Project and Change Management
The ability to lead complex, cross-functional initiatives involving multiple stakeholders, competing priorities, and organizational change. Experience designing and strengthening processes, structures, and systems that foster consistency, clarity, accountability, and sustainability, while keeping community at the center.

Collaborative, People-Centered Leadership
A demonstrated ability to build strong relationships and work effectively across the organization. A commitment to supporting employees, developing leaders, and building an organizational culture in which people can thrive. Clear, effective, and thoughtful communicator who seeks to both understand and be understood. Commitment to building capacity across teams through training and continuous improvement.

Mission and Community Orientation
A deep commitment to ensuring that organizational systems and operations ultimately strengthen NAYA's ability to serve its community. Experience working within diverse populations, ideally with Native American communities and Native-led organizations.

Highly Desirable Skills and Functional Expertise

- Significant senior-level leadership experience in nonprofit, government, community-based, tribal, or other mission-driven organizations.
- Experience strengthening human resources, organizational development, leadership development, or people systems.
- Experience overseeing IT, facilities, capital projects, vendors, contractors, or organizational infrastructure.
- Knowledge of organizational risk management, safety, emergency preparedness, business continuity, and insurance.
- Strong financial and operational judgment, including the ability to understand budgets, cash flow, contracts, compliance requirements, and organizational risk.
- Exceptional relationship-building, communication, and collaboration skills. A leadership approach grounded in respect, accountability, service, and a commitment to community.
- Demonstrated commitment to equity, inclusion, and culturally responsive practices. An appreciation for being part of a diverse and inclusive team and the communities served by the organization.
- Comfort making strategic decisions amidst ambiguity, anticipating challenges, and seeking diverse perspectives. Resilience, adaptability, and clarity required to advance informed, constructive solutions.
- An optimistic outlook and the humor, integrity, and patience necessary to work within a transformative environment.

TO APPLY

Carolyn Ho is assisting NAYA with this search. Applications (resume & cover letter) should be submitted through the application portal. Inquiries and nominations can be sent to info@carolynhoconsulting.com.

We are committed to creating conditions where all candidates are able to fully express their talents and potential, and invite you to let us know if there is any accommodation that we can provide to support you in your pursuit of this role.

Working at NAYA: NAYA offers a collaborative and diverse work environment that reflects its community. People of all backgrounds are encouraged to apply. NAYA offers a robust benefits package that includes medical, dental, vision, life insurance, and flexible spending accounts. 16 paid holidays, sick and vacation accrual (vacation accrual increases with tenure). Employees may enroll in a 401K retirement plan after 3 months of employment. NAYA will match employee 401 (k) contributions up to 6%.

Compensation for this position is set at $165,000 to $180,000.

APPLICATION PORTAL

Physical requirements (sitting, standing, walking, lifting 30lbs) for this position are on file with HR, and reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. NAYA employees are expected to work on-site most of the week; hybrid work options will be considered after successful onboarding. Limited travel may be required. Successful completion of a background check and standard employment application is required.