



Program Services Assistant

Department: Meal Services Program
Reports To: Volunteer Manager
FTE: Full time, Non-Exempt
Wage: \$20/hour (overtime eligible)

POSITION SUMMARY:

Blanchet House of Hospitality is seeking a Program Services Assistant to join our dedicated team serving housing and food insecure members of our community. Founded in 1952, Blanchet House is a nonprofit social service agency whose mission is to feed, shelter, and aid those in need of compassionate, supportive restoration. In addition to serving three meals per day, six days a week at our downtown Portland location, Blanchet House shelters and assists homeless men in their transformation to self-sufficiency. We also operate Blanchet Farm, a 62-acre working farm in Yamhill County where men participate in 12-step/peer support recovery. Blanchet House of Hospitality takes pride in providing a safe, healthy, and respectful environment for everyone in our community.

As our Program Services Assistant, you will gain experience supporting direct services at one of Portland's leading nonprofit agencies serving our houseless community. Responsibilities include assisting meal services and clothing distribution, receiving and managing in-kind donations delivered to Blanchet House, and driving to collect donations at locations in the Portland Metro Area. The Program Services Assistant also supports our re-donation program, connecting surplus food, clothing, and hygiene items with our colleague agencies and programs. This staff person also helps provide coverage at key service positions when necessary. This is an incredible opportunity to make an important difference in the lives of the people we serve, provide volunteers with meaningful experiences, and support other nonprofits in our community.

Eligible benefits include health/dental/vision coverage for the employee; participation in a Simple IRA program with employer match; free parking and meals; cell phone stipend; a work anniversary bonus; and generous Paid Time Off and paid holiday calendar.

This position requires the employee to work on premises; responsibilities cannot be fulfilled remotely.

SCHEDULE:

Hours and days may adjust depending on need to cover services, but a typical shift will be Monday's - Friday's 9AM – 5PM. Some Saturday shifts or earlier start times may be required.

ESSENTIAL RESPONSIBILITIES:

- Supports and at times leads meal and clothing services while promoting a service environment that is trauma informed, safe, and compassionate.
- Drives or assists the Blanchet House driver on donation pickups.
- Supports the intake of donated goods by promoting effective and beneficial relationships with donors and maintaining accurate records of donated goods.
- Communicates with Blanchet House staff members about inventory and facility needs for our meal and clothing closet services.
- Supports Blanchet House sustainability efforts, including our commitment to zero-food waste.



- Provides program leadership and effective problem solving to promote effective services and operations.
- Attends staff meetings and trainings, which may occur outside regular hours. This time is compensated and overtime eligible.

GENERAL RESPONSIBILITIES:

Blanchet House staff members recognize that participating in a professional community and contributing to the organization's wellbeing are important elements of their relationship to Blanchet House. Staff members are expected to take active roles in Blanchet House's professional and programmatic culture in a variety of ways in addition to their essential responsibilities. Blanchet House staff members:

- Advance the Blanchet House Mission, our core values, and our commitment to be a house of hospitality. Blanchet House staff members represent Blanchet House with distinction, acting with the highest degree of professionalism, integrity, and confidentiality. They value compassion and respect for the dignity of others in their work; and they promote the safe, healthy, and friendly experiences of all Blanchet House community members. This includes helping to maintain Blanchet House policies, procedures, and expectations.
- Develop and promote professional, collaborative, and collegial relationships to the benefit of Blanchet House and the communities we serve. This requires interacting effectively with people from different cultures and with different perspectives and experiences. Blanchet House staff members participate in staff and committee meetings, Blanchet House's culture and community, and the day-to-day services of the organization.
- Exhibit a growth mindset about best practices and work toward professional goals and development. Learn from and build on diverse cultural and community perspectives and experiences. Complete all assignments in a timely manner as requested by supervisor.

QUALIFICATIONS:

In addition to the ability to effectively perform the Essential and General Responsibilities of this position:

- High School Diploma or equivalent; earned bachelor's degree, or higher, from an accredited institution of higher education preferred.
- Two-plus years of effective nonprofit or other service-oriented experience; experience managing volunteers and program services preferred.
- Excellent interpersonal and communication skills as well as the ability to develop strong relationships with a variety of organizational stakeholders and when working with people with different backgrounds and life experiences.
- Professional or lived experience working with individuals experiencing homelessness or food insecurity. Understanding of mental health and addiction related issues a plus
- Ability to effectively contribute to a professional environment and work with the highest regard for confidentiality and appropriate professional boundaries.
- Possesses insight pertaining to matters of diversity, equity, inclusivity, and social justice; understands how implicit bias may affect working effectively with individuals representing a variety of cultural, ethnic, language and life experiences.
- Ability to work with, direct, and serve others with compassion and respect for their dignity.
- Ability to work with minimal supervision with considerable latitude for independent judgment and actions in day to day operations.



- Ability to work effectively in a trauma-informed environment and with individuals in a recovery or self-improvement program.
- Excellent attention to detail and the need for precision and diligence in one's work.
- Ability to attend to multiple projects, prioritize, and manage time effectively.

Additional Qualifications – Driver

- Possess a valid Oregon driver's license.
- Able to effectively operate a GPS.
- Able to safely operate and navigate a commercial-sized van, including backing up to loading docks and into loading garages.
- 21 years of age or over (for insurance coverage); 25 years of age or over preferred.

SUPERVISORY RESPONSIBILITIES:

Supervise volunteers in the performance of their meal and clothing closet services and responsibilities.

WORKING CONDITIONS:

As a human services agency, Blanchet House provides essential services in response to the COVID-19 crisis in our community. Employees are expected to follow the organization's COVID-19 protocols and to take all necessary, mandated, and recommended precautions to keep themselves and others in our community safe and healthy.

Many Blanchet House clients experience physical and/or mental health disabilities, mental health and/or addiction crisis, and trauma. Employees must be able to safely and successfully work in this environment and with marginalized, vulnerable community members.

PHYSICAL DEMANDS:

Physical requirements are consistent with physical duties required of food service and donations personnel, including long periods of standing, walking, and the lifting of items weighing of up to 50 pounds/transporting by pull cart items up to 150 pounds.

Interested applicants should send a cover letter and resume to careers@blanchethouse.org. No phone calls please.

Background check, drug screen, and proof of authorization to work in the U.S. required prior to hire.

Blanchet House of Hospitality is an equal opportunity employer. We will extend equal opportunity to all individuals without regard to race, religion, color, sex, pregnancy), national origin, disability, age, gender identification, sexual orientation, genetic information, or any other status protected under applicable federal, state or local law. Our policy reflects and affirms Blanchet House of Hospitality's commitment to the principles of fair employment and the elimination of all discriminatory practices.