



## **Blanchet House of Hospitality**

**Serving our housing & food insecure communities**

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### **Job Description: Residential Services Manager**

Starting Salary \$21.50/hour

Non-exempt, overtime eligible

Monday – Friday schedule, with some weekends or evenings as needed

This position requires on-site work; remote work not available

#### **BLANCHET HOUSE IS:**

Founded in 1952, Blanchet House of Hospitality 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 Old Town, 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 all in our community.

#### **OUR VALUES:**

**Hospitality** We welcome everyone into our home with kindness and compassion.

**Dignity** We respect the inherent value of everyone inside and outside our organization.

**Hope** We foster optimism and the belief that good things can happen when we work together.

**Integrity** We are honest, reliable, and trustworthy.

**Community** We build relationships and strive toward common goals.

**Authenticity** We honor everyone's right to be their unique self.

#### **ABOUT THE ROLE:**

The Residential Services Manager oversees and supports the living arrangements of Blanchet House program residents. This includes welcoming residents into the program, supporting their experiences in the House, and scheduling their service hours in support of the residential and meal programs. In addition to managing the House, this staff member has an important role in the ongoing upkeep and performance of our facility in support of our residential and meal services.

#### **OUR PROFESSIONAL COMMUNITY:**

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 take active roles in Blanchet House's professional and programmatic culture in a variety of ways in addition to their essential responsibilities. They 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 and integrity. 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. They respect and maintain appropriate personal and professional boundaries.

Blanchet House staff members develop and promote professional, collaborative, and collegial relationships to the benefit of one another, our organization, and the communities we serve. Staff members exhibit a growth mindset about best practices and work toward professional goals and growth. This requires interacting effectively with people from different cultures and with different perspectives and experiences. They learn from and build on diverse cultural and community perspectives and experiences. They are open to learning how unconscious bias may affect how we interact with individuals representing a variety of cultural, ethnic, language and life experiences.

#### **YOUR STRENGTHS:**

- Able to work with, direct, and serve others experiencing complex issues with compassion and respect for their inherent dignity.
- Able to work effectively in a trauma-informed environment and with individuals in a recovery and self-improvement program.
- Cultural competence, to understand and value clients' unique perspectives, experiences, and histories.
- Exceptional listening and coping skills.
- Flexible and collaborative with an ability reach consensus respect differing points of view.
- Able to exercise sound independent judgment and initiate/complete tasks with minimal supervision.
- Organization and time management, to prioritize and work on multiple projects to completion.
- Able to solve problems and navigate challenges successfully.
- Exceptional written and verbal communication skills.
- Excellent attention to detail and the need for precision and diligence in your work.
- Strong sense of responsibility, commitment, and follow through. You are reliable.
- Excellent interpersonal skills including exhibiting a positive, supportive, and friendly attitude.
- Capable of keeping sensitive, personal, and confidential information private.
- Willing to learn new things and keep an open mind.

#### **THE POSITION**

##### **DAY-TO-DAY:**

- Maintain a high quality, comfortable, and safe living environment in the House.
- Respond to resident living needs and room/common area issues.
- Assist with new resident intake and orientation, including reviewing program rules, guidelines, and expectations. Assist with resident exits, whether planned or unplanned.
- Assign rooms and process room changes when necessary.
- Prepare rooms for new residents, manage ongoing maintenance and upkeep of rooms, and direct room restoration after residents exit the program.
- Support and conduct on-going room inspections and random urinalysis tests for residents.



- Successfully resolve behavior and conduct inconsistent with program rules and expectations, as well as minor issues and conflicts not requiring case management or peer support.
- Refer and encourage residents to utilize case management and peer support resources.
- Promptly report to the Case Manager or Peer Support Specialist any issues or concerns regarding residential guests, including incidents occurring after-hours or on weekends.
- Assign residents to kitchen and meal service duties and coordinate assignments and changes with Meal Service/Kitchen staff.
- Assign and supervise residents in their housekeeping, janitorial, and deep cleaning duties.
- Collaborate with the Community Engagement Manager on social activities for residents.
- Assist residents in getting connected to community resources.
- Maintain the House Roster and communicate with staff about roster changes.
- Oversee the sorting and delivery of resident mail.
- Provide crisis response and crisis management to resolve emergency situations.
- Manage facilities through inspections, rounds, and reports; assign and review maintenance tasks with the Maintenance Technician; maintain accurate and complete maintenance records.
- With the Office & Operations Manager, support the inventory and ordering of living supplies for program residents, including the resident Clothing Closet.
- Process facility and equipment maintenance and repair service calls and contracts.
- Oversee the inventory and ordering of janitorial supplies, furniture, and equipment for the downtown facility's operations and services.
- When required, safely drive the Cargo Van for donation pick-ups and other assignments.

#### **BIG PICTURE RESPONSIBILITIES:**

- Build a positive and inclusive community among the residents.
- Role model positive community standards.
- Participate in staff and committee meetings, Blanchet House's culture and community, and the day-to-day services of the organization.
- Ensure resident accountability for Blanchet House policies, procedures, and expectations.
- Promote a safe, healthy, secure, and compliant facility through management of the facility's fire/life safety systems, building security and surveillance cameras, pest control, HVAC monitoring, and the distribution and inventory of keys and fobs.
- Develop, monitor, and maintain plans for the upkeep of the facility, grounds, and equipment; oversee short and long-term preventive and predictive maintenance and upkeep plans.
- Manage the maintenance, repair, and upkeep of the Blanchet House Cargo Van.
- Oversee the upkeep of other Blanchet House facilities (not including Blanchet Farm).

#### **QUALIFICATIONS:**

- Possess a High School Diploma or equivalent; post-secondary degree a plus.
- Oregon Health Authority (OHA) Peer Support Specialist (PSS) certification, MHACBO Certified Recovery Mentor (CRM) or CADC certification preferred.
- Have successful experience developing supportive relationships with individuals experiencing mental health and/or addiction challenges. Qualified candidates will understand the principles of recovery and trauma-informed care, including the effects of trauma on one's wellbeing.
- Nonprofit experience and experiencing working with housing insecure individuals preferred.



- Facilities/maintenance experience not required, but preferred applicants are able to gain this experience and effectively manage multiple projects and service vendor relationships.
- Able to successfully use Microsoft Office programs such as Outlook, Teams, Excel, and Word; experience with virtual meeting platforms.
- Possess a valid Oregon or Washington driver's license.
- Able to safely operate and navigate a commercial-sized van, including backing up to loading docks and into loading garages; able to safely operate a GPS for driving directions.
- Satisfactorily complete a driving record/background check and eligibility for the organization's liability insurance coverage.

**OUR BENEFITS:**

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.

**OUR ENVIRONMENT:**

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. Because our clients often suffer from serious chronic health conditions, COVID-19 vaccinations are required.

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

**PHYSICAL REQUIREMENTS:**

Physical requirements include the lifting of materials weighing up to 50 pounds and the transport of materials weighing up to 250 pounds; stooping, bending, and kneeling; climbing stairs and ladders; and other physical activity associated with performing facility maintenance and the lifting/transport (push, pull, move boxes, sacks, and carts) of large quantities of food, clothing, and other supplies.

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

**Interested applicants should send a cover letter and resume to [careers@blanchethouse.org](mailto:careers@blanchethouse.org).**

No phone calls please.

*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.*