



Blanchet House of Hospitality

Serving our housing & food insecure communities

Job Description: Residence & Operations Coordinator

Starting Wage: \$24.04/hr.

Department: Shared

Supervisor – Director of Programs

Full-time (40 hours); Non-exempt (overtime eligible)

Schedule: M-F, 8am – 4pm. On-site only (remote schedule not available)

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 Residence & Operations Coordinator provides hospitality and facility services in support of all Blanchet House programs in Old Town, Portland. This includes oversight of residence rooms and community spaces, supporting residents in their positive and safe residential program experiences, and overseeing the upkeep and performance of our facility in Old Town to promote effective operations of services. This is not a peer support or case management role. Although this staff member will support residents, the responsibilities do not include responsibilities reserved to case managers, peers, or CADC's.

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.



Staff members 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 to reach consensus and 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.
 - Welcome and greet new residents and form professional and supportive relationships with all residents.
 - Be available and accessible to residents by being present in community rooms, kitchen and Café areas, and residential floors.
 - Serve as a resource and referral person for residents. Respond to problems and concerns with rooms and common areas, including the Community Rooms and Smoke Deck. Address and resolve ordinary disagreements or issues between residents. Refer residents to appropriate staff members for assistance.
 - Promptly report to the Case Manager any issues or concerns regarding residents, including missing/absent residents, illnesses, or other incidents or emergencies, including those occurring after-hours or on weekends.
 - Communicate with Kitchen and Meal Service staff to ensure residents are reporting to assigned duties and performing effectively. Support residents as needed to promote a positive experience in kitchen and meal service duties.
 - Complete new resident intake and orientation in a timely manner following the trial period. This includes reading through and discussing program rules, guidelines, and expectations to ensure that residents understand these materials.



- Maintain the resident living conditions by educating and encouraging residents to respect the facility (neatness and safety), to maintain a reasonable noise level, and to respect the rights of other residents and those who work or serve at Blanchet House.
 - Conduct on-going room inspections. Follow up with residents as needed depending on the inspection/test results.
 - Conduct routine urinalysis inspections of program residents and maintain breathalyzer logs equipment.
 - Assist with resident exits, whether planned or unplanned.
 - Ensure that resident mail and packages are delivered promptly and accurately.
 - Supervise day watch and other residents assigned to housekeeping and janitorial duties.
 - Collaborate with the Community Engagement Manager on social activities for residents on-site and off-site; schedule haircuts on-site for residents each month.
- Manage the upkeep and optimal performance of the facility.
 - Conduct daily inspections on the facility, including community rooms, hallways, and first floor spaces, as well as the facility's outside perimeter and parking lot area. Coordinate with the Maintenance Technician to identify and review maintenance tasks. Maintain accurate and complete maintenance records.
 - Make facility and equipment maintenance and repair service calls and contracts; support service vendors on site and update Blanchet staff as to progress.
 - Prepare rooms for new residents, manage ongoing maintenance and upkeep of rooms, and direct room restoration after residents exit the program.
 - Inventory and order living supplies for program residents, including the resident Clothing Closet.
 - Coordinate with the Office & Operations Manager to Inventory and order 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 and uphold Blanchet House core values.
- Recognize the talents and interests of residents. Develop, administer, and encourage beneficial outlets for those talents and interests in order to facilitate residents' self-confidence and promote interaction among residents. Encourage residents to take full advantage of the opportunities provided by Blanchet House's residential program.
- Ensure resident accountability for Blanchet House policies, procedures, and expectations.
- Interact with residents in ways that are trauma-informed, positive and uplifting, and with sensitivity to their lived experience. This includes when interactions involve disagreements, conflicts, or violations of Blanchet House policy, rules, or expectations.
- Keep residents informed about Blanchet House through meetings, posters, flyers, and general use of bulletin boards.
- If called upon, work with Blanchet House staff to assist residents with personal concerns or other challenges that affect their experience in the residential program.



- Respect confidentiality at all times, confidentiality should be tempered with sensitivity to the well-being and safety of other residents, Blanchet House staff and volunteers, and the organization.
- Participate in staff and committee meetings, Blanchet House's culture and community, and the day-to-day services of the organization. Support meal services and resident participating in meal services as needed.
- Be knowledgeable of Blanchet House emergency procedures and how to respond in the event of a crisis or emergency, including a medical emergency.
- Respond to requests and tasks in a timely and effective manner.

QUALIFICATIONS:

- High School diploma or equivalent; post-secondary education preferred.
- Able to effectively schedule and oversee (but not necessarily perform) maintenance and repairs at a commercial facility.
- Strong organizational, project management, and inventor skills; able to exercise sound judgment and discretion in ordering supplies.
- Able to successfully use Microsoft Office programs such as Outlook, Teams, Excel, and Word; experience with virtual meeting platforms. Previous experience with data management and reporting a plus.
- Experience working in residential or hospitality settings a plus.
- Possess a valid Oregon or Washington driver's license; qualified to be insured to drive our Cargo Van.

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 will be based on the employee's need for accommodations in this area, but generally the position requires the ability to lift, carry, or transport via cart items weighing up to 50 lbs. (or heavier via cart).

SUPERVISORY REQUIREMENTS:

No direct reports but will work alongside other staff to supervise residents and on-site service vendors.

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.