



Blanchet House of Hospitality

Serving our housing & food insecure communities

Job Description: Resident Support Specialist

Starting Salary \$25/hour (or higher, depending on licensure and/or experience)

Full Time, non-exempt, overtime eligible

Department: Residential Program. Supervisor: Blanchet House Case Manager

Schedule: Tuesdays – Saturdays, 8 – 4 or 9 – 5

Requires on-site work at Blanchet House and Blanchet Farm

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 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:

This is a special opportunity to experience and serve at Blanchet House in Old Town, Portland, and the distinctive Blanchet Farm in Carlton, Oregon. The Resident Support Specialist supports the healthy and positive experiences of Blanchet House and Blanchet Farm residents. In Old Town, this staff member will play an important role assisting residents navigate their challenges and grow toward healthier and more stable outcomes. At Blanchet Farm, the Resident Support Specialist has the opportunity to integrate the exceptional features of the farm, including our therapeutic animal program, to support residents with their recovery. At both locations, in collaboration with the other Resident Program Team Members, this staff member helps residents connect with services in the community. This staff member supports efforts to move residents effectively through the program and into stable, healthy employment and housing.

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 skills, to understand what clients need and develop an effective plan.
- Flexible and collaborative with an ability 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, to present a care plan to clients so they understand fully and to advocate for clients with community partners and services.
- 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:

- Join with Blanchet House and Blanchet Farm staff to promote a safe, healthy, and positive culture and community.
- Provide individualized support for Blanchet House and Blanchet Farm residents, including:



- Connecting with community resources and services.
- Assisting with referrals, system navigation, and resource gathering, serving as an advocate for residents' needs.
- Supporting residents in their goals for self-sufficiency and growth.
- Accompaniment to appointments or meetings with a variety of service providers, providing transportation to residents in personal or Blanchet Farm vehicle if needed.
- Crisis intervention services.
- Assist Blanchet Farm staff on admissions and exit decisions; support resident exits and transitions.
- Meet weekly or as needed with residents along with other referral sources when applicable.

BIG PICTURE OPERATIONS:

- 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.
- 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.
- Assist with data collection and other reporting requirements.

QUALIFICATIONS:

- Bachelor's degree in social work, human development, or related field; graduate degree such as MSW preferred.
- Certification/licensure such as CRM, CADAC, or LCSW. PWS or PSS certifications may be considered for this position but are not preferred.
- At least five years demonstrated success working with individuals in recovery or experiencing trauma and mental health issues.
- Knowledge of chemical dependency, addictions, adult development, and mental health issues.
- Knowledge of housing resources, mental health and addiction resources, and other social service/health care resources; knowledge of and experience with resources in Yamhill County a plus.



- Understanding of root causes of homelessness and effective strategies for supporting persons with lived experience of homelessness or incarceration.
- 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.
- Possess a valid Oregon or Washington driver's license.

OUR BENEFITS:

Eligible benefits include: health/dental/vision coverage for the employee; Simple IRA program with employer match; free meals at Blanchet Farm; cell phone stipend; a work anniversary bonus; and generous Paid Time Off calendar. Mileage to Blanchet Farm compensated at current federal rate for non-profits.

OUR ENVIRONMENT:

As a human services agency, Blanchet House & Farm 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.

Blanchet Farm is a working farm with animals, beehives, and rough, natural terrain. Blanchet Farm employees must be comfortable working around animals, including pigs, goats, chickens, and dogs (that are not leashed or crated).

PHYSICAL DEMANDS:

Physical requirements are consistent with physical duties required of general office work but also of working in a rural environment, including walking over rough, unimproved ground; the lifting and transport of materials weighing up to 30 pounds; stooping, bending, kneeling, and other physical activity associated with general office work and perhaps gardening and other light-farm activities.

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. 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.