



## **Blanchet House of Hospitality**

**Serving our housing & food insecure communities**

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### **Job Description: Resident Support Specialist**

Starting Salary \$28/hour (or higher, depending on licensure and/or education)

Full Time, non-exempt, overtime eligible

Department: Residential Program.

Supervisor: Blanchet House Case Manager

Schedule: Negotiable, generally M – F and possible Tu – Sat

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 foster a professional community and contribute to the organization's wellbeing. Staff members take active roles in Blanchet House's community and 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 act 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 support 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 professional goals and growth. They respect and work 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 to reach consensus and respect differing points of view.
- Able to exercise sound independent judgment and initiate/complete tasks with minimal supervision.
- Appreciation for how your responsibilities support and affect your colleagues' work and the organization.
- Organization and time management - to prioritize and work on multiple projects to completion.
- Able to solve problems and navigate challenges successfully.
- Excellent attention to detail and the need for accuracy and conscientiousness in your work.
- Strong sense of responsibility, commitment, and follow through. You are dependable.
- 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.
- Assist with data collection and other reporting requirements.

#### **BIG PICTURE OPERATIONS:**

- Role model positive community standards and uphold Blanchet House core values.
- Recognize the talents and interests of residents. Encourage residents to take full advantage of the opportunities provided by Blanchet House's residential program.
- 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).
- Be knowledgeable of Blanchet House emergency procedures and how to respond in the event of a crisis or emergency, including a medical emergency.
- Participate in staff and committee meetings, Blanchet House's culture and community, and be willing to engage our day-to-day residential and meal services.
- Provide program leadership and effective problem solving to promote effective services and operations.
- Help to maintain Blanchet House policies, procedures, and expectations.
- Attend professional development and trainings, which may occur outside regular hours. This time is compensated and overtime eligible.

#### **QUALIFICATIONS:**

- Bachelor's degree in social work, human development, or related field; MSW preferred.
- Current Oregon CADC certification; CADC II preferred.
- Current Oregon QMHA certification.
- 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 driver's license and is insurable with a good driving record.

#### **OUR BENEFITS:**

Eligible benefits include: health/dental/vision coverage for the employee; Canopy Employee Assistance Program (incl. household members); Simple IRA program with employer match; free meals at Blanchet House; cell phone stipend; a work anniversary bonus; enhanced holiday pay when working; mileage reimbursement, incl. to Blanchet Farm; and a generous Paid Time Off/Paid Holiday benefit (>5 weeks in Year 1).

#### **OUR ENVIRONMENT:**

Many Blanchet House clients experience physical and/or mental health disabilities, mental health and/or addiction crisis, and trauma. Blanchet House also serves a diverse community, and we serve regardless of an individual's race, ethnicity, religious/faith, gender, sexual orientation, or gender identity. Employees must be willing and able to safely and successfully work in this environment and with marginalized, vulnerable community members.

#### **INTENTIONAL EQUITY:**

Blanchet House is committed to advancing equity and justice in our organization and in our community. This commitment inspires the Blanchet House staff to:

- Be intentional in our work toward equity and inclusion.
- Work toward a deeper understanding of the historical, systemic, and contemporary structures and actions of racism and other forms of discrimination, prejudice, and bias.
- Achieve a great understanding of and work toward correcting our own implicit biases.
- Continually identify inequities, eliminate barriers, and innovate our practices to better serve each other's experiences and needs.
- Staying engaged in the pursuit of equity and consistently seeking to repair and improve our understanding, practices, and services where we fall short.

#### **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](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.*

Job descriptions are a summary of a position's duties and responsibilities. They are descriptive in nature and do not necessarily define every function of a position.