



## **Blanchet House of Hospitality**

**Serving our housing & food insecure communities**

---

### **Job Description: Day Center Services Lead**

Department: Meal Services

Reports to Director of Programs

Starting Wage: \$26.50/hour

Full time, non-exempt, overtime eligible

This is an on-site position; remote or hybrid work schedule not available

Schedule: Tuesdays – Saturdays, 10:15am – 6:15pm

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

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.

#### **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 Day Center Services Lead runs Blanchet House daily meal services and adjacent supportive services for meal guests. Two staff members fill this role, one responsible for breakfast service and one responsible for dinner service; they share responsibility for running lunch services. In this role, the Day Center Services Lead promotes safe, compassionate, and effective meal services, including resident and volunteer experiences. This staff person assists with processing and organizing in-kind donations delivered to Blanchet House. The Day Center Services Lead also supports Blanchet House's re-donation program, connecting surplus food, clothing, and hygiene items with our colleague agencies and programs.

#### **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 as a whole.
- 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.
- Excellent interpersonal skills including showing 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:**

- Run multiple meal services each week, promoting safe, compassionate, trauma-informed, and culturally appropriate services for meal guests.
  - Lead and guide volunteers and residents participating in meal services or other service activities.



- Run clothing services and other adjacent supportive services for meal guests, including services provided on-site by other agencies and organizations.
- Collaborate with Blanchet House staff to promote a kitchen and meal services experience that prioritizes resident wellbeing, individualized recovery needs, and growth and development in essential skills.
- Collaborate with Blanchet House kitchen team members, residents, and volunteers to promote effective BOH and FOH execution.
- Provide on-site leadership, including responding to emergencies or other imminent situations. This is especially true on Saturdays when other leadership staff is not on-site.
- Support data collection for meal services and adjacent supportive services.
- Communicate with Blanchet House staff members about inventory and facility needs for our meal and clothing closet services.
- Support the intake of donated goods, promote good relationships with donors, and maintain accurate records of donated goods.
  - Drive or assist on donation pickups.
- Support Blanchet House's food re-donation program by preparing food for pick-up and promoting good relationships with colleague agencies.
- Promote and support Blanchet House's sustainability efforts and commitment to zero-food waste.
- Collaborate with Blanchet House leadership on meal service initiatives and on promoting and celebrating services in Blanchet House communications.

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

- Role model positive community standards and uphold Blanchet House core values and workplace agreements.
- 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).
- Promote and protect the confidentiality, privacy, and security of donor information, Blanchet House financial accounts, and other organization data and digital systems, portals, and platforms.
- Be knowledgeable of Blanchet House emergency procedures and how to respond in the event of a crisis or emergency.
- Participate in Blanchet House's culture and community and the day-to-day services of the organization.
- Provide program leadership and effective problem solving to promote effective services and operations.
- Demonstrate understanding as to how your responsibilities support and impact colleagues and the organization as a whole; take direction effectively; seek consensus with colleagues.



- Represent Blanchet House in the community.
- Help to maintain Blanchet House policies, procedures, and expectations.
- Attend staff meetings and trainings, which may occur outside regular hours. This time is compensated and overtime eligible.

#### **QUALIFICATIONS:**

In addition to any required experience or training, Blanchet House will consider relevant work experience, volunteering, education and training, and transferable skills.

- High School Diploma or equivalent; earned bachelor's degree, or higher, from an accredited institution of higher education preferred.
- Three years nonprofit or other service-oriented experience; experience guiding volunteers in their service preferred and processing in-kind donations preferred.
- Experience with individuals experiencing homelessness or food insecurity. Understanding of mental health and addiction related issues a plus
- Possesses insight about 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 effectively in a trauma-informed environment and with individuals in a recovery or self-improvement program; ability to work with, direct, and serve others with compassion and respect for their dignity.
- Ability to work calmly and effectively in a high paced, high stress environment; ability to respond effectively and appropriately in a crisis preferred.
- Ability to effectively contribute to a professional environment and work with the highest regard for confidentiality and appropriate professional boundaries.
- Ability to work with minimal supervision with considerable latitude for independent judgment and actions in day-to-day operations.
- 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.
- Ability to attend to multiple projects, prioritize, and manage time effectively; excellent attention to detail and the need for precision and diligence in one's work.
- Proficient with Microsoft Office Suite, including Teams, Outlook, Calendar, Word, and Excel. Able to effectively use virtual meeting platforms and learn new technology. Able to track and organize data accurately and in a timely manner.

#### **Additional Qualifications – Driving**

- 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.

**OUR BENEFITS:**

Eligible benefits include: health/dental/vision coverage for the employee; Canopy Employee Assistance Program (incl. household members); Simple IRA program with (up to) 3% employer match; generous Paid Time Off/Paid Holiday benefit (>5 weeks in Year 1); enhanced pay opportunities on holidays; paid professional development; a work anniversary bonus; cell phone stipend; free meals and parking at Blanchet House.

**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.

**PHYSICAL DEMANDS:**

Physical requirements are consistent with physical duties required of direct service and donations personnel, including the lifting and transport of materials weighing up to 150 pounds, stooping, bending, kneeling, climbing stairs and ladders, and other physical activity associated with the lifting/transport (push, pull, move boxes, sacks, and carts) of large quantities of food and clothing. Meal service involves standing and walking at a high pace for over an hour.

**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.

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.