



Blanchet House of Hospitality

Serving our housing & food insecure communities

Job Announcement: Volunteer Program Manager

Starting Wage: \$28/hour

Full-time, non-exempt, overtime eligible

On-site position

May require evening or weekend responsibilities

Department: Administration

Reports to: Director of Programs & Services

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 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 Volunteer Program Manager is responsible for leading and managing Blanchet House's volunteer program, working closely with volunteers, staff members, and other key stakeholders to promote an engaging and effective volunteer experience. The Volunteer Program Manager ensures that Blanchet House has sufficient volunteer engagement to support its meal services, supportive services adjacent to the meal program, and other programs and services. The Volunteer Program Manager also develops off-site volunteer activities, including sack lunch and clothing drives. This staff person collaborates with organization leadership and colleagues to create new volunteer opportunities that inspire service and advance the needs of Blanchet House clients; takes a leadership role in promoting Blanchet House's mission and services by developing and managing beneficial relationships in the broader external community; and builds on collaborations and partnerships that benefit the people we serve.

OUR PROFESSIONAL COMMUNITY:

Blanchet House staff members foster a professional community and contribute to the organization's well-being. 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:

- Oversee and manage the volunteer program, which includes volunteer recruitment, scheduling, orientation, training, and assessment.
 - Collaborate with Meal Services and Residential Services leadership and staff to ensure that Blanchet House has sufficient and appropriate volunteer engagement to effectively support its services and programs.



- Promote, recruit, and organize group volunteer opportunities and activities in support of meal services and other program needs.
 - Plan, organize, and coordinate volunteer training and orientation, promoting a safe, effective, and rewarding volunteer experience.
 - Keep volunteers informed about service opportunities, schedule or policy changes, and other important matters.
 - Support the volunteer page on the website, working with appropriate staff on changes and content.
 - Co-lead the Student Ambassador program.
- Support Blanchet House's community outreach and engagement efforts, raising the organization's community profile and its connection to existing and potential volunteers, supporters, and partners; this includes engagement in the business and corporate community.
 - Develop, oversee, and coordinate community volunteer engagement programs and projects, including the Sack Lunch program, Care Kits and clothing drives, and other ongoing or temporary drives and campaigns in support of services.
 - Oversee and support community partners providing pop-up services to the community at Blanchet House, including the parking lot; develop new partnerships to enhance supportive services to complement meal services; coordinate logistics with Day Center Services staff.
 - Represent Blanchet House in the community, at events and fairs, and other speaking and tabling opportunities.
 - Collaborate with Blanchet House leadership on volunteer initiatives and developing beneficial partnerships and engagement within the community.
- Take a leadership role in celebrating and recognizing volunteers.
 - Plan and oversee Volunteer Appreciation Week activities and events.
 - Collaborate with Blanchet House leadership on promoting and celebrating volunteers and volunteer service and opportunities in Blanchet House communications.
- Oversee and maintain Blanchet House's volunteer CRM system (Volunteer Local); collaborate with the Development Team on integrating volunteer and donor information and records.

BIG PICTURE OPERATIONS:

- Role model positive community standards and uphold Blanchet House core values and workplace agreements.
- 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 volunteer and donor information, Blanchet House financial accounts, and other 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, including a medical 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 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.
- Support Blanchet House's sustainability efforts and commitment to zero-food waste.
- Support in-kind and financial donations by promoting effective and beneficial relationships with donors.
- Help to maintain Blanchet House policies, procedures, and expectations.
- Attend staff meetings and training, which may occur outside regular hours. This time is compensated and overtime eligible.

QUALIFICATIONS:

In consideration of other applicable experience or training, Blanchet House will consider relevant work experience, volunteering, education and training, and transferable skills.

- Earned bachelor's degree, or higher, from an accredited institution of higher education.
- At least three years nonprofit experience; experience managing and guiding volunteers, and with building beneficial relationships in the community, preferred.
- Experience and skill with community presentations, speaking engagements, and tabling at events.
- Professional or lived experience working with individuals experiencing homelessness or food insecurity. Understanding of mental health and addiction-related issues a plus.
- Ability to effectively contribute to a professional environment and work with the highest regard for confidentiality and appropriate professional boundaries.
- Possesses insight pertaining to 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 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. Proficient with CRM's and databases, particularly volunteer tech. Able to effectively use virtual meeting platforms and learn new technology. Able to track and organize data accurately and in a timely manner.

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 needed from general office staff and event personnel (set-up and break-down duties).

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.

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.