



Blanchet House of Hospitality

Serving our housing & food insecure communities

Job Description: House Manager

Department: Shared

Wage: \$27-28/hour

Supervisor – Case Manager (secondary supervisor – Office & Operations Manager)

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

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 House Manager 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 living 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 mentor, behavioral/mental health, or case manager position.** The role has more in common with housing and property support (albeit in a trauma informed environment) than human service and social service roles in supportive housing and shelter.

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.

THE POSITION

DAY-TO-DAY:

- Manage a high quality, dignified, and safe residential living environment and experience for residents.
 - Complete new resident intake and orientation in a timely manner. This includes reading through and discussing program rules, guidelines, and expectations to ensure that residents understand these materials.
 - Address and resolve ordinary disagreements or issues between residents. Refer residents to the Case Manager or Resident Support Manager when advisable.
 - 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.
 - Maintain dignified 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.
 - Ensure that residents and rooms have the supplies and personal items they require. Respond to problems and concerns with rooms and common areas.
 - Ensure that residents needing attention for injury or illness are appropriately cared for.
 - Assist with resident exits, whether planned or unplanned.
- Support residents in their experiences and opportunities while at Blanchet House.
 - Manage the scheduling of residents for house and kitchen duties and chores; 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 other duties and responsibilities.
 - Supervise day watch and other residents assigned to housekeeping and janitorial duties.
 - Support enrichment, social, and holiday activities and experiences for residents on-site and off-site.
- Oversee and support essential admin and operational needs of the residential program.
 - Maintain an up-to-date resident roster.
 - Promote adherence by residents to Blanchet House rules, guidelines, and expectations.
 - Conduct on-going room inspections. Follow up with residents and/or case management as needed depending on the inspection results.
 - Conduct routine urinalysis inspections of program residents and maintain breathalyzer logs equipment.
 - Respond to emergencies and crisis pursuant to Blanchet House guidelines.
 - Ensure that resident mail and packages are delivered promptly and accurately.
- Manage the upkeep and optimal performance of the facility.
 - Conduct routine inspections of the facility, including community rooms, hallways, and first floor spaces, as well as the outside perimeter and parking lot area. Coordinate with the Office



& Operations Manager to identify and review maintenance tasks. Maintain accurate and complete maintenance records.

- Make facility and equipment maintenance and repair service calls and contacts; 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).
- 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 services and operations.
- Represent Blanchet House in the community, including media appearances.
- Support in-kind and financial donations by promoting effective and beneficial relationships with donors.
- Attend staff meetings and trainings, which may occur outside regular hours. This time is compensated and overtime eligible.

QUALIFICATIONS:

In addition to the ability to effectively perform the Essential and General Responsibilities of this position:

- High School Diploma or equivalent.



- Housing and facility management experience, including coordinating repairs and maintenance, overseeing supply inventory.
- Experience successfully working with residents to promote a safe and clean environment, as well as an effective congregate living community experience.
- Strong organization and scheduling skills and 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.
- Understanding of homelessness, behavioral health, and addiction related issues and how these experiences impact individuals.
- 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 respect and maintain confidentiality and be discreet with regards to private and personal matters regarding residents.
- 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 with people with different backgrounds and life experiences.
- Proficient with Microsoft Office Suite, including Teams, Outlook, Calendar, Word, and Excel. Able to effectively use virtual meeting platforms and learn new technology.

Additional Required Qualifications – Driving

- Possess a valid Oregon driver's license.
- Able to effectively operate a GPS.
- Able to safely operate and navigate a commercial-sized Cargo Van, including backing up to loading docks and into loading garages.
- Able to qualify for Blanchet House vehicle insurance.
- 21 years of age or over (for insurance coverage)

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; 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.

PHYSICAL REQUIREMENTS:

Physical requirements are consistent with physical duties required of housing and facility management personnel, including the lifting of items up to 50 pounds and transporting by cart items weighing up to 250 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 supplies. Must be able to stand and walk for extended period of times.

SUPERVISORY REQUIREMENTS:

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

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, driver's 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.