



## **Blanchet House of Hospitality**

**Serving our housing & food insecure communities**

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### **Job Announcement: Kitchen Supervisor (two open positions)**

Starting Wage: \$27/hour with benefits

30-40 hours/week, non-exempt, overtime eligible

10:30am – 7:30pm; must be willing to work Saturdays (no Sundays)

Department: Kitchen & Meal Services

Reports to: Kitchen Operations Director/Executive Chef

#### **ABOUT THE ROLE:**

These new positions at Portland’s leading hot meal service program are not your typical kitchen supervisor roles. Our kitchen, which produces over 400,000 hot meals a year, serves free meals to our transitional housing residents and anyone in need of a hot breakfast, lunch, and dinner. The kitchen is mostly “staffed” with residents in our program and volunteers. Most of the food is donated, and we don’t always know what ingredients will be on hand. These new positions are a unique opportunity for the right candidates to combine their experience in kitchen operations and food service with a mission-driven role supporting people experiencing food insecurity and providing valuable training to Blanchet House residents serving in the kitchen. The Kitchen Supervisors are responsible for supporting and promoting the safe, effective and efficient operation of food services at Blanchet House. They will support training and oversight of residents (and volunteers) serving in the kitchen, delegating resident duties in collaboration by the lead chef on duty. Kitchen Supervisors will also oversee processing incoming food donations, managing inventory, and assisting in cooking and meal preparation as required.

#### **BLANCHET HOUSE:**

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.



## THE POSITION

### DAY-TO-DAY:

- Oversee and coach Blanchet House residents serving in our work-renewal program, during which they perform FOH and BOH roles including food prep, donation processing, dishwashing, cleaning, and supporting café meal service.
  - Ensure efficient workflow, food utilization, and adherence to food safety standards.
  - Supervise cleaning of the kitchen, café, garage and dry food storage alongside residents and staff.
  - Supervise kitchen closing at end of shift.
  - Ensure the proper operation, cleaning, and maintenance of kitchen and café equipment.
  - Train new residents on kitchen procedures, food handling techniques, and safety protocols.
- Oversee and guide volunteers assigned to the kitchen during meal service and volunteer prep shifts, ensuring a positive, safe, and meaningful volunteer experience.
- Assist in food preparation and cooking as required and monitor kitchen needs and communication with café front-of-house staff during meal services.
- Oversee the processing of donated food, assessing what to keep or re-donate, and manage inventory consistent with established policies and procedures.
- Promote efficient food service preparation and meal services through effective BOH and FOH execution and communication.
- Support Blanchet House sustainability efforts, including the organization's commitment to zero food waste.
- Promote a kitchen and meal services experience that prioritizes the residential program participants' wellbeing and progress in the residential program.
- Promote a safe and compassionate meal services environment in which responses to issues and incidents are trauma-informed, culturally sensitive, and de-escalating.

### 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.

- Proven experience in kitchen management or a similar supervisory role within a restaurant setting.
- Strong knowledge of food service management principles, including food handling and production techniques.
- Excellent leadership skills with the ability to manage shifts effectively while motivating staff.
- Ability to work in a fast-paced environment while maintaining steady leadership, a respectful demeanor, and attention to priorities and needs.
- Flexibility to work various shifts as needed, including Saturdays.
- Basic commercial kitchen cooking and meal preparation skills
- 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.
- Strong sense of responsibility, commitment, and follow through; appreciation for how your responsibilities support and affect your colleagues' work and the organization as a whole.
- Ability to work with minimal supervision with considerable latitude for independent judgment, problem solving, and navigating challenges.
- Professional or lived experience working with individuals experiencing homelessness or food insecurity preferred. Understanding of mental health and addiction-related issues a plus.

#### **YOUR STRENGTHS:**

- Able to work with, direct, and serve others experiencing complex issues with compassion and respect for their inherent dignity; presents a positive, supportive, and friendly attitude.
- Able to work effectively in a trauma-informed environment and with individuals in a recovery and self-improvement program.
- Excellent interpersonal, communication, listening, and coping skills; can develop strong relationships with diverse community members and when working with people with different backgrounds and life experiences.
- 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.
- Flexible and collaborative with an ability to reach consensus and respect differing points of view.
- Ability to effectively contribute to a professional environment and work with the highest regard for confidentiality and appropriate professional boundaries.
- Willing to learn new things and keep an open mind.

#### **OUR BENEFITS:**

Eligible benefits include: health/dental/vision coverage for the employee (may require some employee contribution); Employee Assistance Program (incl. household members); Simple IRA program with (up to) 3%



employer match; generous Paid Time Off/Paid Holiday benefit; enhanced pay opportunities on holidays; paid training and required certification; a work anniversary bonus; cell phone stipend; and 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.

**SUPERVISORY RESPONSIBILITIES:**

While this position has no direct reports, this staff member is responsible for the effective supervision of residents and volunteers working in the kitchen.

**PHYSICAL DEMANDS:**

Physical requirements are consistent with physical duties required of kitchen staff working BOH and FOH, including standing and walking for long periods of time; the lifting and transport of materials 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 food and supplies.

**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.

**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.