



Blanchet House of Hospitality

Serving our housing & food insecure communities

Job Announcement: Day Center Services Assistant (two part time positions)

Starting Wage \$27.00/hour

Part time, non-exempt, overtime eligible

Schedule – Details on schedule opportunities below

Direct services on-site position; remote or hybrid work not available

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 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:

As Blanchet House's Day Center Services Assistant, you will gain valuable entry-level experience in nonprofit direct service. The Day Center Services Assistant provides valuable support to our meal services and other supportive services we provide. This staff person assists with processing and organizing in-kind donations delivered to Blanchet House. The Day Center Services Assistant also assists with our donation pickup by driving to collect donations at locations in the Portland Metro Area. The Day Center Services Assistant also supports our re-donation program, connecting surplus food, clothing, and hygiene items with our colleague agencies and programs. This staff person also helps provide coverage at key service positions when necessary. This is an incredible opportunity to make an important difference in the lives of the people we serve, provide volunteers with meaningful experiences, and support other nonprofits in our community.

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:

- Support meal and clothing services, ensuring that we are adequately prepared to serve and that service occurs effectively.
- Promote a safe and compassionate meal services and residential program environment in which responses to issues are trauma-informed, culturally appropriate, and de-escalating.
- Support the intake of donated goods, promote good relationships with donors, and maintain accurate records of donated goods.
- Support Blanchet House's food re-donation program by preparing food for pick-up and promoting good relationships with colleague agencies.
- Communicate with Blanchet House staff members about inventory and facility needs for our meal and clothing services.
- Provide effective problem solving to promote effective services and operations.
- Drive or assist the Blanchet House driver on donation pickups.

BIG PICTURE OPERATIONS:

- Role model positive community standards and uphold Blanchet House core values and workplace agreements.
- Interact with guests 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 and privacy of Blanchet House clients (confidentiality should be tempered with sensitivity to the well-being and safety Blanchet House staff, residents, 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.
- 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.
- Help to maintain Blanchet House policies, procedures, and expectations.
- Attend staff meetings and training, which may occur outside regular hours.

SCHEDULE:

There are two part-time positions available:

- (1) 20 hours/week – Wednesday, Friday, and Saturday lunch & dinner shifts
- (2) 16 hours/week – Friday/Saturday breakfast and lunch shifts.

Both positions bring opportunities for additional hours on an on-call or scheduled basis to accommodate other staff time off.

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.

QUALIFICATIONS:

In addition to the ability to effectively perform the essential and general responsibilities of this position:

- High School Diploma or equivalent.
- This is an entry-level position, but some nonprofit or other service-oriented experience is a plus; experience guiding volunteers and program services preferred.



- Experience working with individuals experiencing homelessness or food insecurity preferred.
- 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.
- Demonstrated understanding as to how your responsibilities support and impact colleagues and the organization as a whole.
- Proficient with Microsoft Office Suite, including Teams, Outlook, Calendar, Word, and Excel. Able to effectively use virtual meeting platforms and learn new technology.

Additional Qualifications – Driving

The ability to drive the Blanchet House cargo van to assist with donation pick-ups is a preferred qualification for these positions, for which candidates must:

- Possess a valid Oregon driver's license.
- Be able to effectively operate a GPS.
- Be able to safely operate and navigate a commercial-sized van, including backing up to loading docks and into loading garages.
- Have a driving record free of citations and other offences in order to be eligible for coverage by Blanchet House's auto insurance policy.
- 21 years of age or over (for insurance coverage); 25 years of age or over preferred.

OUR BENEFITS:

Eligible benefits may include: health/dental/vision coverage for the employee (depending on FTE and with employee contribution); 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.

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.

SUPERVISORY RESPONSIBILITIES:

At times, may supervise volunteers in the performance of their meal and clothing services.

PHYSICAL DEMANDS:

Physical requirements are consistent with physical duties required of facilities 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.

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.