



Blanchet House of Hospitality

Serving our housing & food insecure communities

Job Announcement: Bethanie's Room – Overnight Shelter Director

Starting Wage: \$72,500/year

Full-time/Exempt

On-site position, requires evenings and some weekends

Reports to: Executive Director

ABOUT THE ROLE

We're seeking a passionate and experienced leader to launch and direct Bethanie's Room, a new overnight emergency shelter for women. As the Shelter Director, you will guide the shelter's development and operations, supervise a dynamic team, ensure trauma-informed and equitable guest care, and uphold Blanchet House's mission and core values.

ABOUT BLANCHET HOUSE

Blanchet House is a nonprofit organization founded in 1952, dedicated to offering food, shelter, and supportive services to those in need. With a mission to provide compassionate, supportive restoration, we serve meals six days a week, offer transitional shelter for men, and operate Blanchet Farm, a recovery-centered residential program on a 62-acre farm.

We uphold values of hospitality, dignity, hope, integrity, community, and authenticity in everything we do.

OUR PROFESSIONAL COMMUNITY

Blanchet House staff foster a professional, compassionate, and mission-driven community. They actively shape the organization's culture, support its mission, and cultivate a welcoming environment rooted in hospitality.

Staff uphold high standards of professionalism and integrity. With compassion and deep respect for human dignity, they ensure Blanchet House remains a safe and supportive space for all, while maintaining healthy personal and professional boundaries.

Team members build respectful, collaborative relationships that strengthen both the organization and those it serves. They demonstrate a growth mindset, pursue professional development, and engage openly with people from diverse backgrounds. Staff are also committed to understanding unconscious bias and its impact on their interactions.

THE POSITION

Program Development & Launch

- Collaborate with Blanchet House leadership to plan and organize shelter programming and operations.
- Collaborate with Blanchet House leadership to ready the facility for shelter operations.
- Promote a successful opening of Bethanie's Room.



Program Leadership & Staff Management

- Oversee shelter operations in alignment with Blanchet House values and procedures.
- Hire, train, supervise, and evaluate shelter staff.
- Lead staff onboarding, ongoing training, performance reviews, and scheduling.
- Maintain a culture of collaboration, professionalism, and trauma-informed care.
- Model effective communication and accountability.

Operations & Compliance

- Implement and maintain shelter policies, procedures, and intake systems.
- Manage shelter inventory, facilities, safety protocols, and equipment maintenance.
- Collaborate with external partners and vendors to ensure coordinated services and smooth referrals.
- Ensure data collection and reporting are accurate, timely, and promote effective services for shelter guests.
- Promote and facilitate a rewarding and safe volunteer experience.

Organizational Engagement

- Attend and contribute to staff meetings, training, and daily operations.
- Uphold community standards and act as a role model for guests and staff.
- Handle conflicts and crises with sensitivity, professionalism, and a trauma-informed approach.
- Promote effective relationships with vendors, donors, and partners.
- Promote Blanchet House's zero-waste and sustainability initiatives.

Community Engagement

- Uphold neighborhood agreements and other commitments to good neighbor relationships.
- Respond to and address neighborhood issues.
- Attend community and neighborhood meetings.
- Promote in-kind donation support from community members, businesses, and organizations.

QUALIFICATIONS AND EXPERIENCE

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

- Minimum 3 years of direct shelter service experience, including 1 year in a leadership role.
- Experience in launching new programs and writing operations protocols.
- Proven ability to manage teams, develop training, and foster professional growth.
- Experience with low-barrier, trauma-informed shelters serving female-identifying individuals preferred.
- Strong understanding of homelessness, mental health, substance use disorder, and trauma.
- Proficiency in Microsoft Office Suite, database systems, and virtual collaboration tools.
- A valid driver's license and a driving record eligible to be an insured driver of organizations vehicles.
- Flexibility to work evenings, weekends, and on-call rotations.

YOUR STRENGTHS

- Compassionate, empathetic leadership style.



- Strong problem-solving, time management, and organizational skills.
- Exceptional cultural competence and sensitivity.
- Effective leadership skills in stressful and unpredictable situations.
- Adaptable, collaborative, and open to feedback.
- Maintains confidentiality and professional boundaries at all times.

SCHEDULE

This role requires a flexible schedule, with shifts starting in the afternoon and extending into evening hours. Weekend coverage is expected on a rotational basis. Prior to shelter opening, a hybrid schedule will support preparation and planning efforts.

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; cell phone stipend; a work anniversary bonus; paid training and required certifications; free parking and meals on-site in Old Town and at Bethanie's Room; 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

The Bethanie's Room Director supervises and is the direct report for all Bethanie's Room staff and is responsible for the safe and effective experience of volunteers at Bethanie's Room.

PHYSICAL DEMANDS

Physical requirements are consistent with physical duties required of shelter personnel, including the lifting and transport of materials weighing up to 100 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 donations and supplies.

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.