



## **Blanchet House of Hospitality**

**Serving our housing & food insecure communities**

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### **Job Announcement: House Manager (two positions available)**

Starting Wage: \$28.50 hour

Part Time (.60 FTE/24 hours per week); MTW or THFSA schedule

Non-exempt, overtime eligible; on-site position (no remote work)

Department: Residential Program (Old Town)

Reports to: Director of Programs

### **ABOUT THE ROLE**

Blanchet House's current House Manager is moving into a new position with us, creating an exciting opportunity for two people to join our community and support residents in our Old Town program! Blanchet House's transitional housing program supports up to fifty men at a time who have experienced homelessness and other social or personal challenges. This 9 - 15 month program gives residents the time and support required to stabilize their lives, enjoy community, progress to meaningful opportunities in employment or education/training, and then move into healthy, stable housing.

The Residential Program House Manager promotes a safe, healthy, and trauma informed living environment and experience for residents. They support the operational and administrative needs of the residential program and its staff, and they assist with the oversight of program policies, protocols, and procedures. Among their duties, the House Manager conducts initial phone screens of prospective residents, conducts ongoing room inspections, and oversees resident supply inventory and distribution. The House Manager assigns residents to kitchen/café duties and collaborates with other staff to support the residents' experiences therein. Successful House Managers balance many ongoing tasks that require some attention at different times of the week; and they are able to build trusting, respectful relationships with residents. This position, then, is ideally suited to someone with strong organization, project management, and relationship building skills.

*This is not a case management or peer support position, and House Managers do not provide counseling, therapeutic, or similar services.*

### **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 and offer transitional shelter for men in Old Town Portland. Programs also include Blanchet Farm, a recovery-centered residential program on a 62-acre farm in Yamhill County; and Bethanie's Room, an overnight emergency shelter for women in NW Portland.

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



## THE POSITION

### RESIDENTIAL PROGRAM MISSION AND OBJECTIVES

- Conduct phone screens of prospective residents according to program protocols and in a timely manner.
- Assist with resident transitions and exits.
- Respect and promote resident privacy and confidentiality; this should be tempered with sensitivity to the well-being and safety of residents, Blanchet House staff and volunteers, and the organization.
- In a consistent, fair, and trauma-informed manner, promote and uphold the policies, protocols, expectations, and objectives of the residential program and Blanchet House.
- Collaborate with team members and leadership to resolve problems and challenges effectively and in support of the residential program's and organization's needs and objectives.
- Participate in team and resident meetings, training, and organizational initiatives to strengthen program quality.

### RESIDENT SUPPORT AND PROGRAM EXPERIENCE

- Interact with residents in ways that are trauma-informed, positive and uplifting, and with sensitivity to their lived experience.
- Participate in new resident intake, on-boarding, and orientation.
  - Review and discuss program rules and expectations with residents to ensure understanding and compliance.
  - Assign residents to their rooms and process room changes.
  - Maintain current and accurate House Rosters.
- Assign and schedule residents to their kitchen and café roles.
  - Ensure residents are reporting to assigned duties and performing effectively; manage and approve resident shift time-off and arrange shift coverage.
  - Support staff and residents as needed to promote positive experiences and resolve challenges in their kitchen and meal service duties.
- 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.
  - Review morning reports from Night Watch supervision and resolve/report to Case Manager as needed.
- Ensure resident accountability by supporting routine UA inspections, maintaining breathalyzer logs and equipment, and confirming that residents properly sign in/out of the facility.
- Develop effective relationships with residents by participating in their daily activities, including service in the kitchen.
- Respond to emergencies and other crises involving residents; ensure that residents are looked after and cared for when ill/on bed rest, such as by organizing meal delivery.
- Support residents by:
  - Keeping residents informed about important House matters.
  - Approving work and overnight/multi-day slips and passes.
  - Assisting residents with important errands, shopping, and appointments, including by providing transportation in a Blanchet House vehicle.



- Helping plan and run social and recreation activities for residents.
- Helping plan and run holiday and other special occasion activities and celebrations, including Christmas holiday gift programs.

#### **RESIDENTIAL HOUSE UPKEEP AND LIVABILITY**

- Oversee the proper upkeep and condition of residential rooms and other spaces.
  - Prepare rooms for new residents.
  - Respond to problems and concerns with rooms and common areas, including the Community Rooms and Smoke Deck.
  - Promptly report maintenance and repair needs for residential rooms and other spaces, as well as room restoration needs after residents exit the program.
  - Ensure the effective completion of housekeeping and other duties assigned to residents.
- Maintain appropriate residential living conditions by educating and encouraging residents to respect the facility (neatness and safety) and to respect the livability conditions of other residents and those who work or serve at Blanchet House.
  - Address and resolve ordinary disagreements or issues between residents. Refer residents to the Case Manager when advisable.
  - Conduct on-going room inspections. Follow up with residents and report significant concerns to the Case Manager as needed.
- Oversee and maintain the inventory and delivery of residential living supplies, including the residential clothing closet
  - Support timely and cost-efficient purchasing of supplies and equipment for residents and the residential living spaces.
  - Manage and distribute over-the-counter medicine and other health/wellness supplies as appropriate.

#### **ORGANIZATIONAL CONTRIBUTION**

- Maintain accurate, timely, and confidential records.
- Role model positive community standards and uphold Blanchet House core values and workplace agreements.
- Be a positive, contributing representative of Blanchet House in interactions with others, including meal guests, staff, donors, volunteers, board members, community partners and providers, visitors, and vendors.
- Be knowledgeable of and communicate to residents about 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.

#### **QUALIFICATIONS AND EXPERIENCE**

- The ability to effectively and appropriately perform the responsibilities of this position, as well as the ability to effectively:
  - work with minimal supervision with latitude for independent judgment and actions.
  - attend to multiple projects, prioritize, and manage time.



- mediate disagreements and build relationships between others.
- work in a trauma-informed environment and with individuals in recovery.
- contribute to a professional environment and work with the highest regard for confidentiality and appropriate professional boundaries.
- Experience working in a residential environment and managing/supporting residents.
- Effective interpersonal and communication skills as well as the ability to develop strong relationships with a diverse community of organizational stakeholders and supporters.
- Possess a valid driver's license and clean driving record; able to safely drive a Cargo Van.
- Proficiency with Microsoft Office Suite, including Teams, Outlook, Calendar, Word, and Excel; experience and proficiency in service-related CRMs/databases.

### **OUR BENEFITS**

Eligible benefits include: health/dental/vision coverage for the employee (employee contribution required); 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 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.

### **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.

### **PHYSICAL DEMANDS**

Physical demands are consistent with positions in a residential facility, including the lifting of items up to 30lbs., using a hand truck or cart to move heavier items, climbing stairs, and organizing large quantities of supplies and clothing.

**Interested applicants should send a cover letter and resume to [careers@blanchethouse.org](mailto:careers@blanchethouse.org).**



Background check, drug screen, and proof of authorization to work in the U.S. required prior to hire. 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.