



Blanchet House of Hospitality

Serving our housing & food insecure communities

Job Announcement: Bethanie's Room – Overnight Shelter Staff (multiple positions)

Starting Wage: \$28.50/hour

Non-exempt; part time

On-site position; requires evenings, overnight shifts, and likely weekends

Reports to: Bethanie's Room Director or their designee

ABOUT THE ROLE

Blanchet House is excited to open Bethanie's Room in NW Portland, its first overnight night emergency shelter for women. Named in memory of a Blanchet House meal guest who in 2024 tragically lost her life overnight, Bethanie's Room will provide safety, compassion, resources, and opportunities to sleep for up to 75 adults at night. This shelter will be open to female-identifying guests, including trans and nonbinary individuals. We're seeking passionate and experienced team members to help us launch and staff shelter operations and guest services. Shelter staff provide direct services to shelter guests, promote trauma-informed and equitable guest care, and uphold Blanchet House's mission and core values.

Bethanie's Room is fully funded and operated by Blanchet House. We are confident that our successful experience in collaborating with colleague social service agencies, community stakeholders, and the City of Portland will support a positive experience for shelter guests, staff, and the broader neighborhood and community.

OUR PROFESSIONAL COMMUNITY

At Blanchet House, staff members actively foster a professional community that contributes to the health and success of the organization. In addition to fulfilling their essential responsibilities, employees engage in shaping our community and culture by advancing the Blanchet House mission, living our core values, and upholding our commitment to be a true house of hospitality.

Staff are expected to act with the highest levels of professionalism and integrity, demonstrating compassion and respect for the dignity of every person. They promote safe, healthy, and welcoming experiences for all who engage with Blanchet House while maintaining appropriate personal and professional boundaries.

Blanchet House staff build and sustain professional, collaborative, and collegial relationships that strengthen one another, the organization, and the communities we serve. They pursue professional development and welcome opportunities for learning. Staff members respect and work effectively with people from diverse cultures, perspectives, and life experiences, respecting each individual's identity, attributes and potential. They also remain open to recognizing and addressing the ways unconscious bias may affect interactions, ensuring equity and inclusion in all aspects of their work.

Blanchet House upholds the values of hospitality, dignity, hope, integrity, community, and authenticity in everything we do.

THE POSITION



Shelter Operations

- **Staff nightly shelter operations**, performing all tasks and responsibilities as assigned or required, and collaborating with teammates to ensure that the shelter operates efficiently and effectively. Required tasks include (but are not limited to) the following:
 - Supporting shelter guests at all stages of their shelter experience, from queuing prior to intake through their successful departure from the shelter and property.
 - Preparing the shelter for opening prior to intake and complete assigned closing responsibilities before morning shift change.
 - Providing hospitality services including food and beverages, clothing and hygiene supplies, sleep support, pet support, and storage of belongings.
 - Staffing stations on a rotating basis to ensure appropriate monitoring of sleeping, storage, bathroom, crisis-reset, and parking lot areas.
 - Ongoing and daily tasks that include cleaning and sanitation, laundry, dishwashing, trash/recycling disposal, sorting and organizing donations and supplies, and managing stored guest belongings, including disposal when appropriate.
 - Assisting the Shelter Operations Lead in managing supplies and facility upkeep and maintenance; reporting supply and facility needs or issues promptly.
 - Collaborating with teammates to resolve problems and situations so that shelter operations are not impeded or guest experiences are worsened; supporting solutions-oriented approaches to situations that are nimble, flexible, and effective.
 - Attending to private, sensitive, and confidential information and situations with appropriate discretion and in compliance with established policies and procedures.
- **Promote safety and wellness** for guests and staff throughout the shelter, parking lot, and exterior perimeter.
 - Respond effectively to safety, security, health, and emergency situations, including coordinating with security or emergency responders.
 - Respond to biohazard, infestation, and similar incidents according to established protocols.
 - Promote a safe and appropriate environment around the shelter perimeter prior to opening, during shelter operations, and following closing in the morning.
 - Complete assigned training in safety, health, and emergency response; be able to comply with established policies, procedures, and protocols; re-train and reinforce as needed or required.
- **Uphold a trauma-informed, welcoming environment** and consistent shelter guest services.
 - Intervene in and de-escalate issues, conflicts, and crises using trauma-informed strategies and methods, collaborating with teammates and peer support specialists.
 - Address behavior concerns and problems following shelter rules; reinforce expectations and support resolution.
 - Perform assigned duties with a fair, equitable, and nonjudgmental approach to serving guests that avoids favoritism or inconsistency.
 - Maintain awareness of and support shelter guests' well-being through wellness checks and kind, compassionate guidance.
 - Coordinate with peer support specialists and community partners to identify referral and service needs.
- **Perform data collection and complete reports** to improve services and outcomes.
 - Ensure accurate and timely data collection and entry during in-take.



- Document safety, accident, and behavior incidents clearly and professionally.
- Complete shift reports as instructed.
- **Maintain positive neighborhood relations** by honoring community agreements and addressing concerns, reporting to the Shelter Operations Lead as appropriate.
- **Support volunteers** to ensure experiences are safe, rewarding, and beneficial.

Organizational Engagement

- Attend and contribute to staff meetings, training, and daily operations.
- Model Blanchet House's community standards and values for shelter guests, staff, volunteers, and partners.
- Handle conflicts and crises with professionalism, sensitivity, and a trauma-informed approach.
- Promote confidentiality and privacy required of a client-focused organization (tempered with sensitivity to the well-being and safety of shelter guests, Blanchet House staff and volunteers, and the organization).
- Be knowledgeable of Blanchet House emergency protocols and respond effectively to emergencies.
- Contribute positively to Blanchet House's culture and community.

QUALIFICATIONS AND EXPERIENCE

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

- Minimum 2 years of direct service experience.
 - Experience with shelter or similar low-barrier services and environments preferred.
 - Experience serving eligible Bethanie's Room shelter guests preferred.
- Able to serve Bethanie's Room shelter guests—which includes women, trans, gender fluid and nonbinary individuals—with dignity and respect.
- Proven ability to work independently and collaboratively in ways that foster a professional environment and promote trauma-informed services and responses to issues and crises.
- Successful experience with crisis intervention, mediation, conflict resolution, and de-escalation strategies and tactics.
 - Strong understanding of homelessness, behavioral and mental health challenges, substance use disorder, and trauma.
 - Experience relevant to Bethanie's Room shelter guests preferred.
 - Experience in trauma-informed responses to issues and crises preferred.
- Knowledge of community resources and services available to Bethanie's Room shelter guests.
- Able to work responsibly with minimal supervision during overnight hours.
- Proficiency in Microsoft Office Suite (especially email and calendar), database systems, online and phone/app-based employee timekeeping and payroll platforms, and digital/virtual collaboration and communication tools; experience adhering to data collection and documentation protocols.
- Able to work evenings and overnight shifts, including weekends; flexibility to work varied schedules and on-call shifts in addition to regular hours preferred.

YOUR STRENGTHS

- Compassionate, empathetic approach to working with others; possesses emotional resilience and tact required of an emotionally challenging, traumatized environment and clientele.



- Strong commitment to confidentiality and professional/personal boundaries.
- Problem-solving, time management, and organization; able to effectively prioritize and manage multiple tasks requiring attention and resolution.
- Exceptional cultural competence, curiosity, and sensitivity.
- Able to act and respond in stressful and unpredictable situations and environments with sensitivity and effectiveness.
- Adaptable, collaborative, and open to feedback and diverse perspectives and understandings.
- Effective written, digital, and spoken communication skills.

SCHEDULE

Shelter Staff positions are part-time with varied schedules that may rotate as needed. These roles require a flexible schedule, with shifts starting in the afternoon and extending into evening hours, as well as shifts that start late at night and extend until morning. This includes weekends, and on-call coverage is expected to be needed. Bethanie's Room is open 365 nights a year, including holidays (holiday pay rate @1.5x apply). Schedule options will be discussed with candidates at the time of interviews, at which time candidates may express their preferences. Candidates with flexibility as to schedule and hours will be preferred.

Bethanie's Room is scheduled to open in mid-January 2026 contingent on renovations being completed. The start date for these positions is December 3, 2025, when orientation and training will begin according to a schedule set for this period. Staff members are expected to be available for training of up to 20-hours per week, including virtual training. No training or work assignments will occur from Dec. 20, 2025 – January 4, 2026. Training and preparations will resume on January 5, 2026.

OUR BENEFITS

Eligible benefits may include: health/dental/vision coverage for the employee (employees .50FTE or above only; employee contribution required if .5 - .89FTE); Employee Assistance Program (including for household members); Simple IRA program with employer match; a work anniversary bonus; paid training and required certifications; free parking at our facility in Old Town and at Bethanie's Room; and a generous Paid Time Off/Paid Holiday benefit (up to 5 weeks in Year 1, depending on FTE and start date).

OUR ENVIRONMENT

As a low-barrier emergency shelter, many Bethanie's Room shelter guests will experience behavioral and mental health challenges, physical disabilities, substance use disorder and addiction, and trauma. Bethanie's Room is a trans-inclusive shelter for women, as well as gender fluid and nonbinary individuals. We also serve regardless of an individual's race, ethnicity, religious/faith, or sexual orientation. Employees must be willing and able to safely and successfully work in this environment and with diverse, marginalized, and 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 requirements are consistent with duties required of shelter personnel, including the lifting of materials weighing up to 50 pounds, stooping, bending, kneeling, and other physical activity associated with the lifting/transport (push, pull, move boxes, sacks, and carts) of large quantities of donations and supplies. As an overnight shelter, Bethanie's Room staff must be able to successfully work overnight shifts without opportunities for sleep.

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.