



Blanchet House of Hospitality

Serving our housing & food insecure communities

Job Announcement: Bethanie's Room –Shelter Operations Manager

Starting Wage: \$68,000/year

Full-time/Exempt

On-site position, requires evenings, early mornings and weekends, and on-call coverage

Reports to: Bethanie's Room Director

ABOUT THE ROLE

We're seeking a passionate and experienced professional to help manage Bethanie's Room, a new overnight emergency shelter for women, female-identifying and gender-expansive community members. As the Shelter Operations Manager, you will help guide the shelter's operations, manage 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

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 identities, 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.

THE POSITION

Administrative & Executive Support

- Collaborate with Blanchet House leadership to plan, organize, and evaluate shelter programming and operations.
- Provide essential oversight and management that ensure the shelter's successful daily operations.



- Support the Shelter Director by reporting operational matters and critical incidents in a timely and thorough manner; provide feedback to improve shelter services, operations, and outcomes.

Program & Staff Management

- Oversee shelter operations in alignment with Blanchet House values, policies and procedures.
- Support staff recruitment, onboarding, training, and performance reviews.
- Manage staff scheduling and coverage, ensuring that Connectteam app accurately reflects staffing.
- Oversee bi-weekly payroll approvals, reviewing and approving timecards after ensuring accuracy of staff entries.
- Supervise, mentor, and inspire a diverse staff team, fostering professional growth and effective teamwork.
 - Coordinate and facilitate staff meetings.
 - Collaborate on emergency preparedness, ensuring staff are trained in safety protocols including First Aid, CPR, and overdose response.
 - Support Shelter Director in performance reviews, providing feedback and coaching, and performance improvement plans.
 - Provide staff with timely, clear, and supportive communication regarding important matters, expectations, and requirements.
- Model and promote a culture of professionalism, collaboration, accountability, and trauma-informed care.

Operations & Client Support

- Implement and monitor shelter policies, procedures, and intake/exit processes, ensuring a trauma-informed, welcoming environment consistent with Blanchet House's mission and values.
- Oversee trauma-informed interventions by staff and peer support specialists; meet with shelter guests to address behavioral concerns as needed.
- Coordinate with peer support specialists and community partners/providers to facilitate referrals and services for shelter guests.
- Manage shelter resources, including supplies and inventory; vendor support; and facility upkeep and maintenance. Collaborate with Blanchet House operations and facilities staff in these duties.
- Oversee accurate and timely data collection and reporting to enhance guest services and outcomes.
- Promote and facilitate beneficial, rewarding and safe volunteer engagement and experiences.

Community Engagement

- Maintain positive neighborhood relations by upholding agreements and addressing concerns.
- Represent the shelter at neighborhood and community meetings as needed.
- Promote and coordinate in-kind donations from individuals, businesses, and organizations.

Organizational Engagement

- Attend and contribute to staff meetings, training, and daily operations.
- Model agency community standards and core values for clients, staff, volunteers, and partners.
- Handle conflicts and crises with professionalism, sensitivity, and a trauma-informed approach.
- Strengthen relationships with vendors, donors, and partners in support of shelter operations.
- Promote confidentiality and privacy required of a client-focused organization (tempered with sensitivity to the well-being and safety of clients, Blanchet House team, and the organization).



- Contribute positively to Blanchet House’s culture, community, and day-to-day services.

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 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 women preferred.
- Strong understanding of homelessness, mental health, substance use disorder, and trauma; experience relevant to Bethanie’s Room clients preferred.
- Knowledge of community resources and services available to Bethanie’s Room clients.
- Successful experience with crisis intervention, mediation, conflict resolution, and de-escalation strategies and tactics.
- Proficiency in Microsoft Office Suite, database systems, and virtual collaboration tools.
- A valid driver’s license and a record that qualifies to be an insured driver of Blanchet vehicles.
- Flexibility to work evenings, weekends, and on-call rotations.

YOUR STRENGTHS

- Compassionate, empathetic leadership style; possesses emotional resilience and tact required of an emotionally challenging, traumatized environment and clientele.
- Problem-solving, time management, and organization; able to effectively prioritize and manage multiple tasks requiring attention and resolution.
- Exceptional cultural competence and sensitivity.
- Sensitive and decisive leadership in stressful and unpredictable situations and environments.
- Adaptable, collaborative, and open to feedback.
- Effective written, digital, and spoken communication skills.
- Strong commitment to confidentiality and professional/personal boundaries.

SCHEDULE

This role requires weekend work, on-call response, and the ability to support both evening and early morning shifts through the week. Shelter Operations manager may decide on a 5-day work schedule (Fri – Tues), or 4 ten-hour days (Sat – Tues) if preferred. A regular schedule will be established to ensure overlap with both opening and closing shifts, and will require flexibility to cover understaffed shifts as needed.

OUR BENEFITS

Eligible benefits include: health/dental/vision coverage for the employee; Employee Assistance Program (incl. for household members); Simple IRA program with employer match; cell phone stipend; a work anniversary bonus; paid training and required certifications; free parking; and a generous Paid Time Off/Paid Holiday benefit (up to 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 Manager is not the direct supervisor of shelter staff, but will collaborate with Shelter Director on providing feedback, coaching and staff reviews, and will oversee the timecards for all shelter staff. Along with all shelter staff, Operations Manager will ensure the safe and effective experience of volunteers, partners and contractors at Bethanie's Room.

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.

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.