**Blanchet House of Hospitality**
**Serving our housing- and food-insecure communities**

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## Job Announcement: Overnight Shelter Operations Lead

Starting Wage: $31.50/hour; non-exempt; part-time
On-site position; requires evenings, overnight shifts, and weekends
Reports to: Bethanie's Room Director

This position has the following schedule:

- Sundays 4:30 PM – Monday 1:00 AM
- Monday 5:30 PM – Tuesday 1:00 AM
- Tuesday 5:30 PM – Wednesday 1:00 AM
- Wednesday 5:30 PM – Thursday 1:00 AM

### About The Role

Bethanie's Room is Blanchet House's overnight emergency shelter for women, named in memory of a former guest. The shelter welcomes up to 75 adults each night, including gender-diverse individuals, and provides a safe place to sleep, compassionate care, and essential resources.

As the Shelter Operations Lead, you will oversee daily operations; supervise, direct, and support shelter staff; promote trauma-informed, equitable guest care; and uphold our mission and core values.

### 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 welcome opportunities for learning. Staff members respect and work effectively with people from diverse cultures, perspectives, and life experiences, respecting everyone's identity, attributes, and potential. They're open to recognizing and addressing how unconscious bias may affect interactions, ensuring equity and inclusion in all their work. Blanchet House upholds the values of **hospitality, dignity, hope, integrity, community, and authenticity** in everything we do.

### The Position

**Shelter Operations**

- **Lead nightly shelter operations** in alignment with Blanchet House and Bethanie's Room values, policies, and procedures; direct the evening's run of operations.

- Assign and supervise staff duties and stations; manage rotations and breaks; ensure all tasks and responsibilities are completed.
- Ensure the shelter is fully prepared before intake and that all closing responsibilities are completed before morning shift change.
- Supervise 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.
- Coordinate overnight emergency shelter guest placement with approved partners.
- Contact and schedule on-call staff to secure coverage when needed; manage staff absences so that shelter operations continue effectively.

- **Oversee 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; know and keep up to date with established policies, procedures, and protocols.
- **Supervise and develop the team** to foster operational excellence and effective teamwork.
  - Provide clear direction, coaching, and support to a diverse staff; model performance expectations and excellence by actively participating in shelter tasks and responsibilities.
  - Oversee and promote an environment in which staff attend to private, sensitive, and confidential information and situations with appropriate discretion and in compliance with established policies and procedures.
  - Address problems and disputes in a professional, collegial, and trauma-informed manner.
  - Lead staff in resolving problems and situations so that shelter operations are not impeded, or guest experiences are worsened; promote effective solutions-oriented approaches to situations that are nimble, flexible, and creative.
  - Confirm that staff have completed assigned training and are familiar with policies and protocols, including updates; assist staff with re-training and reinforcement of procedures and expectations.
- **Uphold a trauma-informed, welcoming environment** and consistent shelter guest services.
  - Model trauma-informed intervention and crisis de-escalation; oversee the same led by staff and peer support specialists.
  - Lead and collaborate with shelter staff and meet with shelter guests to address behavioral concerns and rules violations; reinforce expectations with shelter guests and support resolution, assigning consequences as appropriate.
  - Perform assigned duties with a fair, equitable, and nonjudgmental approach to shelter operations and serving guests that avoids favoritism or inconsistency; oversee staff adherence to this approach in their interactions with shelter guests.
  - Coordinate with peer support specialists and community partners to facilitate referrals and services.
- **Support the Shelter Director and Shelter Operations Manager with timely reporting** and communications.
  - Ensure accurate and timely data collection and entry; complete shift reports as assigned.

- Document safety, accident, and behavior incidents, including staff matters, clearly and professionally.
- Utilize data and reporting to promote improved services, operations, and outcomes.

- **Oversee shelter resources and the facility/property**.
  - Manage supplies, inventory, vendor support, and facility upkeep/maintenance.
  - Report supply and facility needs or issues promptly.
- **Maintain positive neighborhood relations** by honoring community agreements and addressing concerns, requesting City of Portland for assistance when necessary, and reporting to and assisting the Shelter Director.
- **Promote and facilitate volunteer engagement** to ensure experiences are safe, rewarding, and beneficial.

**Organizational Engagement**

- 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).
- Attend and contribute to staff meetings, training, and daily operations.
- Model Blanchet House's community standards and core values for shelter guests, 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.
- Be fully knowledgeable of Blanchet House emergency protocols and respond effectively in such situations.
- Contribute positively to Blanchet House's culture and community.

## QUALIFICATIONS AND EXPERIENCE

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

- Minimum 3 years of direct service experience.
  - Experience managing or working in low-barrier overnight shelters preferred.
  - Experience serving shelter guests in a low-barrier environment preferred.
- Proven ability to lead teams in ways that foster a professional environment, effective performance of responsibilities and services, and collaborative, collegial relationships.
- Able to serve Bethanie's Room shelter guests—which includes women, trans, gender-fluid, and nonbinary individuals—with dignity and respect.
- 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 leading teams in trauma-informed responses to issues and crises preferred.
- Knowledge of community resources and services available to Bethanie's Room shelter guests.
- 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; experience assisting teams in using such technology and adhering to documentation protocols.
- Able to work evenings and overnight shifts, including weekends.
    - Flexibility to work on varied schedules and on-call shifts preferred.
- A valid driver's license and a driving record that qualifies you to be an insured driver of Blanchet House vehicles.

**YOUR STRENGTHS**

- Compassionate, empathetic leadership style; 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.
- Sensitive and decisive leadership in stressful and unpredictable situations and environments.
- Adaptable, collaborative, and open to feedback and diverse perspectives and understandings.
- Effective written, digital, and spoken communication skills.

**SCHEDULE**

This role requires 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. Bethanie's Room is open 365 nights a year, including holidays (holiday pay rates at 1.5 normal wages apply). Candidates with flexibility as to schedule and hours will be preferred.

This open Shelter Operations Lead position has the schedule as follows:

- Sundays 4:30 PM – Monday 1:00 AM
- Monday 5:30 PM – Tuesday 1:00 AM
- Tuesday 5:30 PM – Wednesday 1:00 AM
- Wednesday 5:30 PM – Thursday 1:00 AM

**OUR BENEFITS**

Eligible benefits include: health/dental/vision coverage for the employee (employees .50FTE or above only; employee contribution required if .50 - .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.

**SUPERVISORY RESPONSIBILITIES**

Bethanie's Room Director supervises and is the direct report for 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 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. are required prior to hire.

**Interested applicants should send a cover letter and resume to sbancroft@blanchethouse.org.**

*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.