

Job release date: 10/12/16

**Resource Advocate  
The Gathering Place**

We are a community of safety and hope where positive relationships, choice, and essential resources transform lives.

**Guiding Principles:**

- TGP serves women, children and transgender individuals who are experiencing poverty or homelessness.
- We believe in hope as an important change agent and hold that hope for everyone.
- We believe deeply in the power of community and continue working to develop it.
- Our key values include recognizing individual strengths, building respect and trust, and offering acceptance unconditionally.

This position reports to: Community Access Manager Department: Programs and Services

FLSA Exemption Status: Full- time, non- exempt

**General Purpose:** This position is responsible for welcoming members and creating a safe environment at The Gathering Place as well as offering basic services and managing crisis that arise.

**Essential Duties/ Responsibilities:**

- Welcome and sign members in daily in order to assist in documenting the volume and impact of the services that are received at The Gathering Place.
- Answer agency phones to provide general information, referrals and crisis intervention on a daily basis.
- Provide services such as distributing mail, personal hygiene items, clothing and food as well as receiving messages for members daily.
- Sign members up daily for various emergency services such as showers, laundry and nap room. Accept donations and provide receipts on an as- needed basis.
- Responsible for crisis management and intervention; be able to make decisions regarding de-escalating violence, aggression, drug and alcohol behavior and chronic mental illness.
- Maintain a safe environment for the community at all times.
- Engage with members daily in order to build positive relationships and enrich our community.
- Interact with our agency volunteers and volunteers from collaborative agencies to ensure that daily services are delivered seamlessly.
- Serve on at least one committee.
- Other duties as assigned by supervisor

**Supervisory Duties:**

None

**Job Qualifications**

**Knowledge, Skills and Abilities**

- Must have skills in crisis management
- Must have proven successful conflict management skills
- Knowledge of resources in Denver for homeless individuals and families.
- Ability to communicate clearly orally and in writing.
- Current knowledge of or desire to learn Microsoft Outlook, Word, Excel and other computer programs and software.
- Ability to multi- task in a unique, fast- paced environment.
- Ability to work independently and in a variety of work group sizes
- Ability to listen compassionately and suspend judgment in order to accommodate the needs of individuals and include them in a highly diverse setting.

**Education or Formal Training**

- Minimum of high school diploma or GED. Bachelor's Degree Preferred.

Experience:

- Previous nonprofit experience a plus.
- Spanish speaking a plus.

Physical Activities:

- Ability to sit or stand for long periods of time.
- Ability to lift, push or pull 20- 30 pounds.

Five Key Attributes for Hiring at The Gathering Place:

- Positive and willing to learn
- Collaborative
- Open- minded and committed to diversity
- Provider of excellent customer service
- Dedicated to mission

Salary: \$26,000-\$29,000 plus benefits. The Gathering Place offers medical, dental, vision, and life insurance plans, a 403(b) retirement savings plan, generous paid time off (vacation, sick, and holiday time), and a long-term disability plan.

To Apply:

E-mail resume and cover letter to: Sarah Kinzer, Vice President of Programs and Services  
sarahk@tgpdenver.org

*No phone calls please.*

Position Closing Date: 10/24/16

The Gathering Place is an equal opportunity employer and is committed to a policy of non-discrimination and equal opportunity for all qualified applicants without regard to race, color, gender, national origin, sexual orientation, religion, age, disability, gender variance, gender expression, marital status, citizenship, creed, ethnicity, veteran status, ancestry and any other protected classification. Applicants of any and all backgrounds are encouraged to apply.