

Job release date: 9/2020



BILINGUAL RESOURCE ADVOCATE

www.tgpdenver.org

Guiding Principles

We are a community of safety and hope where positive relationships, choice, and essential resources transform lives. TGP serves women, transgender individuals, and their children who are experiencing poverty, many of whom are homeless. 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 Team 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 be bilingual in Spanish
- 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.
- Lived experience of homelessness, housing instability, or poverty is preferred

Physical Activities

- Must be able to remain in a stationary position 50% of the time.
- The person in this position needs to move about inside the office to access file cabinets, office machinery, etc.
- Constantly operates a computer and other office productivity machinery, such as a calculator, copy machine, and computer printer.
- Frequently moves equipment and supplies weighing up to 25 pounds across the building for various needs.

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

Compensation: Salary range starts at \$15.50 or more per hour, depending on skills and experience. 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.

Schedule: No evenings. No weekends.

To Apply:

E-mail resume and cover letter to: Becca Smith, Human Resource Manager becca@tgpdenver.org.

No phone calls please.

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.