



**The Gathering Place®**  
*a refuge for rebuilding lives*

## **RAPID REHOUSING FAMILY CASE MANAGER**

[www.tgpdenver.org](http://www.tgpdenver.org)

### **Guiding Principles**

Founded in 1986, The Gathering Place is the only daytime drop-in center in metropolitan Denver that serves women, transgender individuals, and their children who are experiencing poverty, many of whom are also experiencing homelessness. We are a community of safety and hope where positive relationships, choice, and essential resources transform lives. We believe deeply in the power of our community and continually work to make it stronger. We also believe in hope as an important change agent and hold hope for everyone. Our key values include recognizing individual strengths, building respect and trust, and offering unconditional acceptance. We refer to the people who access programming and services at TGP as "members," to reflect our community-centered and inclusive practices.

**This position reports to:** Case Management Program Manager

Department: Programs and Services

FLSA Exemption Status: Non-exempt, full-time

Day shifts: Monday-Friday

**\*\*In accordance with the [public health order](#) issued by the City of Denver, all TGP staff, volunteers, and contractors must be fully vaccinated. *Vaccination for COVID-19 is now a requirement to work and volunteer at The Gathering Place.* \*\***

**General Purpose:** The general purpose of the Rapid Rehousing Family Case Manager role is to provide 1:1 case management support for members of The Gathering Place (TGP). The case manager will play an essential role in delivering case management support through a collaborative process of assessment, planning, facilitation, care coordination, evaluation and advocacy to meet a family's comprehensive needs towards rehousing and greater stability.

**Focus:** Case Managers provide assistance with finding, securing, and maintaining stable housing for those families who are especially vulnerable.

### **Essential Duties/ Responsibilities:**

- Works directly with program participants, on site at TGP and in the community, to provide strength-based and member-directed re-housing case management, navigation support and housing stabilization services using culturally responsive and evidenced-based practices
- Works within parameters of the Rapid Rehousing program and with our agency partners to ensure a streamlined process for housing intake and placement activities
- Utilizes coordinated entry referrals through OneHome to identify, outreach, and enroll eligible families into the program
- Develops relationships with program participants that are marked with dignity and respect that foster hope and empowerment

- Engages with members in the community and eventually in their homes when appropriate to support stability and reduce barriers for families to interact meaningfully with case management
- Completes intake and assessments and develops case management plans in partnership with program participants and in compliance with all grant requirements
- Facilitates connection to resources and provides strategic interventions and support that promote progress as outlined by the case management plan
- Evaluates progress of program participants and adapts case management plan and/or interventions as needed to increase positive outcomes
- Provides crisis intervention as needed
- Is knowledgeable about other TGP programs and services and makes appropriate internal referrals to ensure we are offering our full range of support to meet the continuum of our members' needs
- Makes contacts and referrals for external programs that promote stability and access to recovery supports, particularly those relevant to families and children who are economically insecure
- Collaborates and communicates with TGP programs and external partners to ensure high quality care
- Is knowledgeable about and stays up-to-date on housing resources, public benefits, and other community resources; facilitates direct access to these resources
- Ensures completion of all program effort documentation and data entry as required, in a timely manner
- Regularly participates in supervision
- Demonstrates respect, cultural competence and knowledge of trauma informed care in interactions with TGP members, staff and collaborative partners

**Supervisory Duties:**

- None required

**Job Qualifications:**

Knowledge, skills and abilities:

- Basic computer skills, including use of internet, email, and word processing programs
- Familiar with service programs in the Metro Denver area
- Good customer service skills
- Able to maintain professional and appropriate boundaries
- Thrives in environments that are sometimes chaotic including working with children
- Able to maintain confidentiality
- Able to communicate clearly and calmly
- Able to prioritize when faced with many tasks at once
- Able to work with a diverse community
- Able to give and receive constructive feedback
- Bilingual Spanish and English speaker preferred

**Education or Formal Training:**

*EITHER*

- 4 years of directly relevant experience in lieu of a degree.

*OR*

- Bachelor's Degree (degree in Social Work, Human Services, or a related field)

**Experience:**

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- Relevant work experience in case management or related field preferred
- Experience working with vulnerable or marginalized populations, with an understanding of the barriers and challenges caused by homelessness and extreme poverty particularly for families
- Lived experience with homelessness and/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.
- The person in this position frequently communicates with members and community partners via telephone, email, and in person. Must be able to exchange accurate information in these situations.
- Frequently moves equipment and supplies weighing up to 25 pounds across the building for various needs.
- Frequent travel within the Denver Metropolitan area is required. If transportation is by driving a personal vehicle, you must have a valid, current driver's license recognized by the State of Colorado and carry personal auto insurance with minimum coverage amounts specified by The Gathering Place's liability insurance carrier

**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 is \$18.03- \$ 19.03/ hour or more, depending on skills and experience. The Gathering Place offers medical, dental, vision, and life insurance plans, a 403(b) retirement savings plan, a flexible work schedule, generous paid time off (vacation, sick, and holiday time), and a long-term disability plan.

**Hours:**

**To Apply:**

E-mail resume and cover letter to:

[Becca@tgpdenver.org](mailto:Becca@tgpdenver.org)

Becca Smith, Human Resources Manager, The Gathering Place, 1535 High St. Denver, CO 80218.

*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.*

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