



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

## **HOMELESSNESS RESOLUTION PROGRAM MANAGER**

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

### **About The Gathering Place:**

Founded in 1986, The Gathering Place (TGP) serves women, transgender individuals, and their children who are experiencing poverty, many of whom are also experiencing homelessness. TGP offers a comprehensive array of services and programs to assist people through every step of their journey in recovering from homelessness and other forms of instability. 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.

**These values and principles apply to our staff as well as those we serve. As a result, we have a highly collegial, friendly, and supportive work environment where employees can grow and thrive. Our work involves dealing with difficult circumstances that can be emotionally challenging, so we intentionally foster interpersonal connections, encourage authenticity and transparency, and model healthy boundaries as tools for maintaining well-being in this work. We also promote and sustain employee health, well-being, and longevity through a robust Employee Assistance Program (which includes free counseling sessions), paid wellness time, and ongoing professional development opportunities.**

**This position reports to:** Director of Emergency Shelter

Department: Programs and Services

FLSA Exemption Status: Non-exempt, full-time

**\*\*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.* \*\***

### **Position Overview:**

This position is responsible for developing and implementing evidenced-based, culturally responsive case management and wellness navigation services to assist emergency shelter guests in accessing housing and supports that aid in recovery from homelessness, substance misuse, mental health and trauma with the ultimate goal of supporting long-term stability in housing. This position is responsible for overseeing the day-to-day operations and implementation of case management and wellness navigation services at TGP's 24/7 non-congregate emergency shelter program, which provides residential-style shelter in a former motel through a contract with Denver's Office of Housing Stability (HOST), to ensure quality outcomes of the overall program.

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

- Under direction of the Director of Emergency Shelter and in collaboration with other shelter managers, develops and implements program frameworks that support contractual outcomes and that align with TGP's mission, values and strategic plan

- Monitors and evaluates overall performance of the case management and navigation activities ensuring that established programmatic goals and objectives are met
- Ensures compliance with all relevant grants and contracts
- Under direction from the Director and in conjunction with other shelter managers, manages the program budget in compliance with contract requirements which includes ensuring eligibility of expenses, monitoring spending, and maintaining all necessary documentation of expenditures
- Stays up-to-date on best practices in the field, and ensures that TGP program offerings incorporate best practices as appropriate to ensure program efficacy
- Coordinates the engagement and referral process to case management and navigation support and ensures low-barrier access to programming for all shelter guests
- 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
- Is knowledgeable about and stays up-to-date on housing resources, public benefits, and other community resources
- Works directly with shelter guests to provide strength-based and guest-directed case management and wellness and housing navigation
- Develops relationships with program participants that are marked with dignity and respect that foster hope and empowerment
- Ensures completion of all required documentation and data entry, in a timely manner. This includes HMIS intakes and exits for all shelter guests and documentation in ETO.
- Makes high quality contacts and referrals for external programs that promote stability and access to recovery supports
- Works as a collaborative member of the emergency shelter leadership team composed of the director, shelter managers (day and evening/night), and the Homeless Resolution Program Manager to achieve established goals and outcomes, maintain a safe environment and to resolve issues pertaining to guests or operations
- Works as a member of the program manager's team to resolve issues across TGP programs, coordinate resources, and provide organizational leadership
- Demonstrates respect, cultural competence and knowledge of trauma informed care in interactions with TGP members, staff and collaborative partners
- Maintains staff by selecting, orienting, and training employees and developing personal growth opportunities
- Provides supportive 1:1 supervision to all program staff that focuses on performance, growth and progress
- Other duties as assigned by supervisor

**Supervisory Duties:**

- Supervises case management and navigation program staff, interns and volunteers

**Job Qualifications:**

Knowledge, Skills and Ability:

- Background in social work, human services and/or case management programs
- Strong organizational skills
- Strong verbal and written communication skills
- Ability to work independently
- Strong critical thinking and problem solving skills
- Knowledge of case management program models and practices
- Excellent computer skills – including Microsoft Office, Excel, and Word

- Familiarity with and ability to use ETO (or other case management/outcome tracking software)
- Bilingual Spanish English speaker preferred

**Education or Formal Training:**

- Bachelor's Degree preferred (degree in Social Work, Human Services, or a related field.) Direct relevant experience may be substituted for degree on a case-by-case basis

**Experience:**

- At least 3 years' relevant work experience in program management (or increasing responsibility for program coordination)
- Experience working with vulnerable or marginalized populations, with an understanding of the barriers and challenges caused by homelessness and extreme poverty or lived experience with homelessness and/or poverty

**Physical Activities:**

- 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 member and community partners via telephone, email, and in person. Must be able to exchange accurate information in these situations
- The person in this position needs to move about inside the building, including frequently walking long distances and climbing stairs.
- Frequently moves equipment and supplies weighing up to 30 pounds across the building for various needs.
- Occasional 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 \$22.50- \$25.40 per 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, holiday time, plus weekly paid wellness 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.*