



The Gathering Place®
a refuge for rebuilding lives

FAMILY 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: Family Program Manager

Department: Programs and Services

FSLA Exemption Status: Full-Time, Non-Exempt

General Purpose

To maintain a safe, caring, nurturing, non-judgmental and healthy environment for our members, their children and families while assisting families in connecting to and navigating internal and external resources that address families' unique needs.

Essential Duties/Responsibilities

- Engage, assess and intervene with families to determine their unique needs, and concerns and address issues like food insecurity, housing insecurity, educational barriers, physical and mental health issues, etc., by connecting them with the appropriate resources both internal and external to TGP
- Works as a member of the family program team to help meet established programmatic goals and objectives
- 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
- Triage family members who are in crisis and determine the best course of action
- Makes referrals to outside agencies and community partners with and on the behalf of our members. This includes determining what the qualifications are for other agency's programs to guarantee a quality referral to these agencies
- Interact directly with kids of all ages (1 day old to 17.999 years old) one-on-one or in a group activity sessions.)
- Sign members up daily for various emergency services such as showers, laundry and other appointments for food and clothing
- Engage directly with members daily in order to build positive relationships and enrich our community.
- Ensures completion of all program effort documentation and data entry as required, in a timely manner
- Provide services such as distributing mail, personal hygiene items, clothing, diapers, formula, and food
- Investigate, research and learn about resources in the community that will be of benefit for our members. This includes contacting community agencies directly to determine what services they provide and how to access them
- Assist with crisis management intervention; be able to make decisions regarding de-escalating violence, aggression, drug and alcohol behavior and chronic mental illness
- Role model appropriate, healthy and trusting relationships between children and adults for kids and their parents. This includes positive communication, redirection, boundary setting, non-physical discipline, nurturing, etc.)

- Ability to remain organized and switch from one task to another in a constantly changing environment
- Maintain a safe environment for the community at all times
- Staff the third floor desk providing information to those seeking programming on the third floor
- Interact with our agency volunteers and volunteers from collaborative agencies to ensure that daily services are delivered seamlessly
- Demonstrates respect for diversity and cultural competence and knowledge of trauma informed care in interactions with TGP members, staff and collaborative partners
- Other duties as assigned by supervisor

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
- Currently skilled in or willingness to learn crisis management skills
- Able to maintain professional and appropriate boundaries
- Able to maintain confidentiality
- Able to communicate clearly and calmly
- Able to set limits with members in a firm but respectful way
- Able to prioritize when faced with many tasks at once
- Able to work with a diverse community
- Able to give and receive constructive feedback Currently skilled in or willingness to learn Microsoft Outlook, Word, Excel and other computer programs and software

Education or Formal Training:

- Bachelor's Degree a plus (degree in Social Work, Human Services, Family Studies, Child Development or related field)
- AED/CPR/First Aid Certification a plus

Experience:

- At least 3 years' relevant work experience in family and children programming (or increasing responsibility for program coordination) or lived experience with homelessness and/or poverty
- Experience working with vulnerable or marginalized populations, with an understanding of the barriers and challenges caused by homelessness and extreme poverty
- 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.
- 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.
- 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 starts at \$14.50 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, a generous paid time off (vacation, sick, and holiday time), and a long-term disability plan.

Schedule: Mondays-Fridays

To Apply: No phone calls, please. Posting open until filled. E-mail resume and cover letter to: becca@tgpdenver.org, Becca Smith, Human Resources Manager, The Gathering Place, 1535 High Street, Denver, CO 80218

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.