



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

**Day Time Shelter Associate**  
[www.tgpdenver.org](http://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:** Coliseum Shift Lead and Program Manager  
Programs and Services  
*FSLA Exemption Status: Full-Time, Non-Exempt*

**Department:**

### **General Purpose**

This position contributes to creating a safe and welcoming environment at the Women's Auxiliary Shelter at the Denver Coliseum for shelter guests who are experiencing homelessness and often times are struggling with issues such as mental health, physical health, substance misuse, and/or complex trauma. Shelter Associates provide basic services, milieu management, and crisis intervention.

### **Essential Duties/ Responsibilities**

- Provides guests with access to services such as showers, meals, laundry, and basic needs following established shelter protocols
- Collects dirty linens and distributes clean linens to guests
- Speak with guests directly to provide general information, referrals and crisis intervention on a daily basis.
- Milieu management in order to maintain a safe environment for the community at all times.
- Assist with crisis management and intervention, including verbally de-escalating to reduce violent and aggressive behaviors, addressing inappropriate drug and alcohol related behaviors, and providing intervention for people experiencing mental health crisis.
- Connect guests, as appropriate, to onsite service providers for medical, mental health, and substance misuse support
- Engage with guests daily in order to build positive relationships and enrich our community.
- Interact with volunteers and collaborative agencies across shifts to ensure that daily services are delivered seamlessly
- Works as a member of a team with the expectation of frequent and effective communication
- Attends staff meetings and training
- Maintains confidentiality of all guests
- Timely review and response to e-mail
- Conducts oneself in a professional manner
- Other duties as assigned by supervisor

Supervisory Duties:

None

### **Job Qualifications**

Knowledge, Skills and Abilities

- Understanding of effective verbal de-escalation techniques, and ability to effectively verbally de-escalate individuals in crisis
- Ability to successfully manage conflicts
- Knowledge of resources in Denver for homeless individuals and families a plus.
- 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 and Experience**

- Minimum of high school diploma or GED. Bachelor's Degree Preferred.
- Experience working with people in crisis, or who are experiencing mental health, substance misuse, or other challenges.
- Previous shelter and/or homeless service experience a plus.
- Spanish speaking a plus.

### **Physical Activities**

- Ability to operate a computer and other office productivity machinery, such as a calculator, copy machine, and computer printer.
- The person in this position needs to move about inside the Coliseum, including frequently walking long distances and climbing stairs within the Coliseum.
- Frequently moves equipment and supplies weighing up to 30 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 \$14 per hour or more, 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.

### **(Continued)**

### **Location and Duration**

This position is located at the Denver Coliseum. This position will end when shelter operations at the Coliseum come to a close.

### **To Apply:**

No phone calls, please. Posting open until filled. E-mail resume and cover letter to:

[becca@tgpdenver.org](mailto: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.*