



The Gathering Place®
a refuge for rebuilding lives

Lead Wellness Navigator

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, children and transgender individuals who are experiencing homelessness or poverty. 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: Physical Health Mental Health Program Manager (PHMH)

Department: Programs and Services

FLSA Exemption Status: Non-exempt, full-time

General Purpose:

The general purpose of the Lead Wellness Navigator position is to provide assistance to TGP members in accessing services and supports to meet their behavioral health and physical health needs. This position will help support programing, high level member needs and the PHMH manager in day-to-day operations for the Wellness program. The Lead will also provide staff support and crisis intervention.

Essential Duties/ Responsibilities:

- Provide resources and referrals to members seeking mental and physical health support.
- Collaborates and communicates Wellness Program updates with TGP programs and external partners through meetings, e-mail or other forms of communication
- Demonstrates respect, cultural competence and knowledge of trauma informed care in interactions with TGP members, staff and collaborative partners
- Find new resources for both physical and mental health needs. Update and keep track of current physical and mental health resources and make sure all literature is up-to-date.
- Support outside agency partners when in the building. This includes making announcements to the community prior to the visit, signing members up for appointments, and managing day of activities: page clients, answer questions, give members service letters when needed, triage and keep the flow of the services going.
- Ensures completion of all program effort documentation and data entry as required, in a timely manner Examples include: services obtained, referrals made and follow up navigation provided.
- Work directly with other providers that come to The Gathering Place (e.g., flu clinic, HIV screening, COVID testing and others), including set up visit, create and post flyers, make announcements to community, coordinate day of service.
- Attend weekly community meetings (Mondays and Wednesdays) to announce programs and services pertaining to physical and mental health services.

- Keep agency calendar up to date with Wellness programming and events.
- Provide training and support for other TGP programs
- Listen and engage our members in discussion and problem-solving about gaps in their health care experience
- Point of contact during crisis situations. This includes 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. The lead is also responsible for asking guests to leave to the shelter and communicating the length of time
- Provide support to the PHMH Manager in performing re-entry meetings with members.
- Serve as back-up for the PHMH Manager as needed, including providing tours for visitors from other agencies or attending community meetings
- Serve as a point person for addressing issues with members who present with complex challenges and/or behaviors
- Regularly participates in supervision
- Helps staff the Wellness Desk performing various customer service, receptionist, and clerical duties
- Maintain confidentiality of all members
- Attend weekly staff meetings and trainings
- Other duties as assigned by the Physical and Mental Health Program Manager

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
- 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 independently
- Able to work with a diverse community
- Able to give and receive constructive feedback
- Bilingual Spanish and English speaker preferred

Education or Formal Training:

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

Experience:

- Lived experience with homeless and/or experience with a behavioral health condition who is maintaining stability preferred
- Relevant work experience in the field of behavioral health or a social service organization preferred

- Experience working with vulnerable or marginalized populations, with an understanding of the barriers and challenges caused by homelessness and extreme poverty 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 may be 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 \$15.70-\$18.00/ hour 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

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.