



The Gathering Place®
a refuge for rebuilding lives

BILINGUAL RESOURCE ADVOCATE

www.tgpdenver.org

About The Gathering Place:

Founded in 1986, The Gathering Place (TGP) 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: Community Access Team Manager

Department: Programs and Services

FLSA Exemption Status: Full- time, non- exempt

****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: This position is responsible for welcoming members and creating a safe environment at The Gathering Place, as well as offering basic services and managing crises that arise. The Resource Advocate works as a part of the Community Access Team to facilitate connections to the community and within the continuum of care at TGP.

Essential Duties/ Responsibilities:

- Welcome and sign members in daily in order to assist in documenting the volume and impact of the services that are received at The Gathering Place.
- Orient new members to TGP space and programs and complete appropriate intake forms.
- Support members in identifying needs and provide navigation services to overcome barriers to and facilitate connection to appropriate services and programs.
- Work towards achieving programmatic goals and outcomes.
- Ensure that navigation efforts are complete.

- Keep up to date on resources to ensure quality referrals are being made to outside providers.
- Help members to fill out paperwork and forms as appropriate.
- Ensure appropriate documentation and compliance around the distribution of direct member benefits
- Answer agency phones to provide general information, referrals, and crisis intervention on a daily basis.
- Provide services such as distributing mail, personal hygiene items, clothing, and food.
- Sign members up daily for various internal services such as showers, laundry, and nap room.
- Ensure completion of all program effort documentation and data entry as required, in a timely manner.
- Accept donations and provide receipts on an as-needed basis.
- Milieu management in order to maintain a safe environment for the community at all times.
- Is knowledgeable about other TGP programs and services and makes appropriate internal referrals.
- Responsible for crisis management and intervention; be able to make decisions regarding de-escalating violence and aggression.
- Intervene with drug and alcohol behavior and chronic mental illness.
- Engage with members daily in order to build positive relationships and enrich our community.
- Interact with our agency volunteers and volunteers from collaborative agencies to ensure that daily services are delivered seamlessly.
- Maintain confidentiality of all members.
- Demonstrate respect, cultural competence, and knowledge of trauma informed care in interactions with TGP members, staff, and collaborative partners
- Timely review and response to e-mail
- Conduct oneself in a professional manner
- Regular participation in supervision, training, and staff meetings
- Other duties as assigned by supervisor

Supervisory Duties: None

Job Qualifications

Knowledge, Skills and Abilities

- Must be bilingual in Spanish and can assist with the translation of basic documents and forms as needed
- Must have skills in crisis management and de-escalation
- Must have conflict management skills
- Knowledge of resources in Denver for homeless individuals

- 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 with a team
- Ability to listen compassionately and suspend judgment in order to accommodate the needs of individuals and include them in a highly diverse setting.

Education or Formal Training

- Minimum of high school diploma or equivalent. Bachelor's Degree preferred.

Experience:

- Previous nonprofit experience a plus.
- 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.
- Frequently moves equipment and supplies weighing up to 25 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 is \$17.06-\$18.05 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, generous paid time off (vacation, sick, and holiday time), and a long-term disability plan.

Schedule: No evenings. No weekends.

To Apply:

E-mail resume and cover letter to: Becca Smith, Human Resource Manager becca@tgpdenver.org.

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.