CASE MANAGEMENT PROGRAM MANAGER
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: VP of Programs and Services
Department: Programs and Services
FLSA Exemption Status: Non-exempt, full-time

General Purpose:
The purpose of this position is to develop and implement evidenced-based, culturally responsive case management and navigation services to assist TGP members in accessing housing and supports that aid in recovery from homelessness, substance misuse, mental health and trauma with the ultimate goal of increased stability. This position is responsible for overseeing the day-to-day operations and implementation of case management and navigation services to ensure quality outcomes of the overall program.

Essential Duties/ Responsibilities:
- Under direction of the VP of Programs & Services, develops and aligns programmatic goals and objectives to TGP’s mission, values and strategic plan
- Responsible for developing and implementing a programmatic plan based on goals and objectives
- 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
- Manages the program budget
- 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
- 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 program participants, on site at TGP and in the community, to provide strength-based and member-directed case management, navigation support and housing stabilization services
- Develops relationships with program participants that are marked with dignity and respect that foster hope and empowerment

8/31/2020
• Ensures completion of all program effort documentation and data entry as required, in a timely manner
• Makes high quality contacts and referrals for external programs that promote stability and access to recovery supports
• 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 all program staff
• Supervises program volunteers and interns, creating a meaningful experience in their time at TGP

**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
• May require some travel within the metro Denver area

8/31/2020
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 $19.50 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, 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.