



The Gathering Place®
a refuge for rebuilding lives

Lead Shelter Associate

www.tgpdenver.org

Founded in 1986, The Gathering Place (TGP) serves women, transgender individuals, and their children who are experiencing poverty, many of whom are also experiencing homelessness. TGP offers a comprehensive array of services and programs to assist people through every step of their journey in recovering from homelessness and other forms of instability. 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.

These values and principles apply to our staff as well as those we serve. As a result, we have a highly collegial, friendly, and supportive work environment where employees can grow and thrive. Our work involves dealing with difficult circumstances that can be emotionally challenging, so we intentionally foster interpersonal connections, encourage authenticity and transparency, and model healthy boundaries as tools for maintaining well-being in this work. We also promote and sustain employee health, well-being, and longevity through a robust Employee Assistance Program (which includes free counseling sessions), paid wellness time, and ongoing professional development opportunities.

This position reports to: Shelter Program Manager

Department: Programs and Services

FSLA Exemption Status: Full-Time, Non-Exempt

The Gathering Place, in a continued effort to keep our staff, members, volunteers, and community healthy, will continue to require all employees to be fully vaccinated as defined by the CDC.

Position Overview

This position contributes to creating a low-barrier, safe, and inclusive environment for guests staying at TGP's Emergency Shelter who are experiencing homelessness and often times are struggling with issues such as mental health, physical health, substance misuse, and/or complex trauma. TGP's 24/7 non-congregate emergency shelter program provides residential-style shelter in a former motel through a contract with Denver's office of Housing Stability (HOST). This position is responsible for supporting the needs of guests in a trauma-informed and respectful manner and completing the day-to-day operational tasks of the shelter. Additionally, this position provides direction and support to staff in their daily responsibilities and oversees the day-to-day operations to ensure optimal functioning of shelter.

Essential Duties/ Responsibilities

- Provide direction and support to staff in their daily responsibilities which may include, but is not limited to, taking lead on crisis intervention and conflict management, engaging with emergency responders, scheduling, and ensuring completion of daily tasks.
- Assist with onboarding and training of new staff
- Coordinate and act as liaison for partner agencies and volunteers

- Contacts appropriate entity to address any issues that arise in the shelter that cannot be handled by the shift lead
- Regular communication with direct supervisor and notifies supervisor on issues that arise outside of this positions scope of work
- Creates collaboration and continuity of care across shelter associate teams and case management and wellness navigation team
- Engage with shelter guests daily in order to build positive relationships and enrich our community
- Provide shelter guests with access to services such as meals, laundry, and basic needs following established shelter protocols
- Engage directly with shelter guests to triage questions, provide general information and service referrals, and meet basic needs on a daily basis
- Milieu management in order to maintain a safe environment for the community at all times
- Assist with conflict resolution and 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
- Conduct daily room checks, guest counts, meal distribution, and other operational tasks to meet guest and shelter needs
- Conduct guest intakes and discharges
- Interact with volunteers and collaborative agencies across shifts to ensure that daily services are delivered seamlessly
- Work collaboratively as a member of the emergency shelter team which consists of case managers, wellness navigators and shelter associates to support shelter guests in working towards wellness, stability and housing
- Ensure completion of all program documentation and data entry as required, in a timely manner
- Attends staff meetings and training
- Regularly participates in supervision
- Maintains confidentiality of all guests
- Timely review and response to e-mail
- Conduct oneself in a professional manner
- Demonstrate respect, cultural competence and knowledge of trauma informed care in interactions with shelter guests, staff and collaborative partners
- 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.
- Must be available to work weekends and holidays. For 2nd and 3rd shifts, must be available for evening and overnight hours.

Education and Formal Training

- Minimum of high school diploma or GED
- Experience working with people in crisis, or who are experiencing mental health, substance misuse, or other challenges
- Spanish speaking a plus

Experience

- Relevant work experience in shelter and/or homeless services preferred
- Experience working with vulnerable or marginalized populations, with an understanding of the barriers and challenges caused by homelessness and extreme poverty.
- Lived experience effectively coping with and recovering from homelessness, trauma, or a behavioral health condition and/or substance misuse preferred.

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 frequently communicates with members and community partners via telephone, email, and in person. Must be able to exchange accurate information in these situations.
- The person in this position needs to move about inside the building, including frequently walking long distances and climbing stairs.
- 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 is \$22.46-\$24.68 per hour or more depending, on skills and experience, PLUS shift differential if applicable. (Weekends, 2nd and 3rd shift)

The Gathering Place offers medical, dental, vision, and life insurance plans, a 403(b) retirement savings plan, generous paid time off (vacation, sick, holiday time, plus weekly paid wellness time), and a long-term disability plan.

To Apply:

No phone calls, please.

Posting open until filled.

E-mail resume and cover letter to hr@tgpdenver.org

Stephanie Wilson, Director of Human Resources, 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.