



The Gathering Place®
a refuge for rebuilding lives

Auxiliary Shelter Shift Lead

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: Auxiliary Shelter Program Manager

Department: Programs and Services

FLSA Exemption Status: Full-Time, Non-Exempt

Position Overview:

This position contributes to creating a safe and welcoming environment at the Women’s Auxiliary Shelter 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. The Shift Lead provide staff support, milieu management, and crisis intervention.

Essential Duties/ Responsibilities

- Ensures that guests have access to services and resources offered at the shelter following established shelter protocols
- 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.
- 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.
- Contacts appropriate entity to address any issues that arise in the shelter that cannot be handled by the shift lead
- 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
- Creates collaboration and continuity of care across various shifts and agencies
- Attends staff meetings and training
- Regular communication with direct supervisor and notifies supervisor on issues that arise outside of this positions scope of work
- Responsible for daily shift reports and data entry
- Helps with training and onboarding of new staff
- Creates and manages staff schedule
- 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.
 - Spanish speaking a plus.

Education and Experience:

Required:

EITHER

- 3 years of direct, relevant work experience

OR

- Associates Degree in a relevant field (Social Work, Human Services, or a related field), plus at least one year of direct, relevant work experience

Optional, preferred:

- 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 lived experience with homelessness and/or 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 Auxiliary Shelter, including frequently walking long distances and climbing stairs.
- 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 30 pounds across the building for various needs.
- Occasional travel within the Denver Metropolitan area is 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 \$15.79- \$18.50 per hour, 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.

Location and Duration

This position is not located at our TGP location, but at the Federal Shelter. This position will end when shelter operations come to a close.

To Apply:

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