

**Program Coordinator  
The Gathering Place**

We are a community of safety and hope where positive relationships, choice, and essential resources transform lives.  
Guiding Principles:

- TGP serves women, transgender individuals, and their children 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:** Community Access Team Manager

**Department:** Programs and Services

**FLSA Exemption Status:** Full-time, non-exempt

**General Purpose:** Under the supervision and direction of the Community Access Team Manager, coordinate the day-to-day operation of volunteer-staffed program areas by implementing, maintaining, and improving systems for processing and distribution of donated goods; providing daily oversight and guidance to volunteers in those programs; and collaborating with community partners. Communication with community partners is a crucial part of this position in order to bolster the resources that are on offer in these programs. Along with coordinating programs, the Program Coordinator is also responsible for regularly assisting TGP's Community Access Team and Volunteer Management team through scheduled desk shifts and providing support as needed.

**Essential Duties/ Responsibilities:**

- Inventory management, including ordering and stock management, in the food cupboard and clothing closet, ensuring budgetary targets are met, and daily communication and support of volunteers in assigned program areas.
- Support and coordination of the Member Volunteer Program.
- Ensure volunteers are given appropriate training to be successful in their positions.
- Collaborate with Volunteer Program team to resolve grievances and promote cooperation and interest amongst the program volunteers.
- Establish and maintain partnerships with other agencies and entities that provide goods and services to assigned program areas (e.g., Food Bank of the Rockies, consignment shops, retail outlets/stores).
- Coordinate with the Resource Development department for outside donation drives (food and clothing) held by community partners or the general public.
- Routinely provide back-up and support to TGP's Community Access Team (CAT) up to 10 hours per week (may be required exceed 10 hours per week in short-staffing situations with consent of supervisor).
  - Duties include but are not limited to: Welcoming and signing-in members; providing referrals; performing crisis management and intervention in order to maintain a safe environment for the community; building positive relationships with members; accepting donations.
- Other duties as assigned by supervisor.

**Job Qualifications**

Knowledge, Skills and Ability:

- Highly organized and able to meet deadlines.
- Ability to work cooperatively with volunteers.
- Ability to communicate and network with community partners in a timely and professional manner, including the ability to speak publicly about TGP to partners occasionally.
- Must have skills in crisis management.
- Must have proven successful conflict management skills.

- Ability to communicate clearly orally and in writing.
- 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.
- Knowledge of resources in Denver for individuals and families experiencing poverty and/or homelessness.
- Current knowledge of or ability to learn Microsoft Outlook, Word, Excel and other computer programs and software.
- Bilingual Spanish preferred.
- Experience with ETO a plus.

#### Education/Experience:

- 2-4 years relevant prior work experience in customer service or related field.
- Experience working in a highly collaborative team environment.
- Program management experience preferred.
- Direct service experience with people who are experiencing poverty, homelessness or trauma is preferred.
- Experience working in a trauma-informed care preferred.
- Experience working in a food bank and knowledge of compliance preferred.
- Vendor relations experience is a plus.
- Volunteer management experience is a plus.

#### Physical Activities and Work Environment:

- 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.
- This position functions both in an office environment, and in a social services environment and therefore must:
  - Must have the ability to operate a computer and other office machinery such as printers and copy machines; and communicate with volunteers and donors by phone and email.
  - Must be able to observe and identify situations where staff intervention is required, and be able to effectively intervene in a timely fashion.
- Must be able to transport and put away donations weighing up to 50lb repetitively throughout the day. Must be able to move up to 1,000 lbs. total- twice or more times a week, depending on delivery schedule.
- Must be able to exchange accurate information with staff, members, volunteers, and other community partners.
- Must be able to detect stocking needs within Betsy's Cupboard and Bridget's Boutique.

#### 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

**Salary range:** Hourly rate starting at \$14.50 per hour, or more, depending on experience and qualifications. 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.

#### To Apply:

E-mail resume and cover letter to:

Theresa Miller

Community Access Team Manager

theresa@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.