



The Gathering Place®
a refuge for rebuilding lives

DIRECTOR OF EMERGENCY SHELTER

www.tgpdenver.org

About The Gathering Place:

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: VP of Programs and Services

Department: Programs and Services

FLSA Exemption Status: Exempt, full-time

****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.* ****

Position Overview:

This position is responsible for oversight of all aspects of programming and staffing of TGP's 24/7 non-congregate emergency shelter program, which provides residential-style shelter in a former motel through a contract with Denver's Office of Housing Stability (HOST). This includes responsibility for ensuring high-quality and coordinated outcomes across the shelter associate and case management teams as well as optimal collaboration with our operations partner (Salvation Army) to promote safety and stability for shelter members. The Director will provide oversight of services being delivered through ensuring funder requirements are met, monitoring and evaluating the budget, contributing to strategic planning and leadership of new programs and initiatives, and reviewing progress and implementing quality improvements. The Director will provide direct supervision and support to shelter managers and coordinate strategically with external stakeholders to actualize programmatic initiatives.

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Essential Duties/ Responsibilities:

- Leads in collaboration with shelter and program managers, development and implementation of program frameworks to achieve outcomes established in TGP's contract with HOST, ensuring program offerings align with TGP's mission, values, and strategic plan
- Strategizes and plans with the VP of Programs & Services and other Executive team members to position TGP as a leader in provision of non-congregate shelter for women, transgender individuals, and families in the Denver Metro area, and other actions to secure future funding and continuation of programming
- Ensures shelter guidelines, policies and procedures maintain a low-barrier shelter environment and shelter staff are trained on best practice and policy to support this model
- Works with shelter and program managers to monitor and evaluate overall performance of case management and wellness activities and ensures that established programmatic goals and objectives are met. Identifies and implements needed interventions in a timely fashion to address areas where planned outcomes are not being achieved
- Ensures compliance with all relevant grants and contracts and maintains communication with funding partners as needed
- Works with shelter and program managers to ensure compliance with HMIS data quality standards including timely and accurate shelter enrollment and exits
- Supervises or completes all required program reports, including collecting required information from team members and/or other stakeholders, running reports from appropriate database, reviewing for accuracy and completeness, and submitting on time
- Responsible for managing the program budget, ensuring coordination across teams to optimize funding to best serve shelter guests and in compliance with contract requirements which includes ensuring eligibility of expenses, monitoring spending, and maintaining all necessary documentation of expenses
- Coordinates with accounts payable to ensure timely and accurate submissions for reimbursement for all shelter expenditures
- Stays up-to-date on best practices in the field, and ensures that program offerings incorporate best practices to ensure program efficacy
- Supports professional development through individual supervision and identifying and organizing team trainings that will progress the team independently and as a whole
- Is knowledgeable about other TGP programs and services and provides leadership to set up systems to ensure coordination and collaboration across the continuum of TGP services
- Collaborates with members, program managers, and program staff to create policies and procedures that works towards and promote community input, equity and inclusion as it relates to services and supports for those being served at the shelter
- Works collaboratively and effectively communicates with the Salvation Army team to support shelter operations and maintenance that maintain a safe and dignified environment
- Establishes and maintains a sturdy working relationship with DPD, HOST and other city and non-profit partnership
- Works with shelter and program managers to establish, update and uphold policies and procedures to support a housing first, low-barrier sheltering model
- Demonstrates respect, cultural humility and knowledge of trauma informed care and equity, diversity and inclusion language in interactions with members, staff, volunteers and collaborative partners
- Promotes the TGP commitment to creating an equitable sheltering experience by continually modifying referral process and policy

- Directly supervises shelter and program managers with an approach that focuses on performance, growth and progress
- Ensures shelter and program managers are fully trained, and are capable of delivering program outcomes
- Coordinates with Human Resources to streamline the hiring and onboarding process and to ensure that vacant positions are filled in a timely manner
- Routinely reviews all required reports and logs and identifies and addresses issues as needed
- Responds to e-mails, voicemail and other forms of communication in a timely manner
- In conjunction with shelter and program managers, works to coordinate sheltering efforts for women and transgender individuals across the community and to maintain full capacity
- May require some on call, evening or overnight work to maintain minimal staffing expectations and to respond to crises.
- Other duties as assigned by supervisor

Supervisory Duties:

- Directly supervises three shelter and program managers, and indirectly supervises all emergency shelter staff including TGP on-call staff

Job Qualifications:

Knowledge, Skills and Ability:

- Demonstrated knowledge and understanding of programs and systems that meet the needs of women, transgender and non-binary individuals, and their children experiencing poverty or homelessness, including knowledge of and familiarity with other service providers in the Denver community who serve people experiencing homelessness or poverty.
- Strong understanding of principles of trauma-informed care, including demonstrated ability to incorporate principles of trauma-informed care into program design and delivery, as well as supervision and management of staff.
- Strength in hiring, recruiting, managing, developing, coaching, and retaining individuals and teams, empowering them to elevate their levels of responsibility, span-of-control, and performance. Ability to manage people in a way that facilitates individual growth and a cooperative team environment.
- Excellent interpersonal skills supported by a high degree of emotional intelligence, including the ability to lead and communicate with transparency, humor, and empathy.
- Proven ability to manage a diverse staff and work effectively with a wide variety of people.
- Demonstrated high level of integrity, including impeccable confidentiality, and a commitment to equity and inclusion.
- Ability to effectively present information in both verbal and written form, with the ability to respond to questions from a wide variety of internal and external stakeholders in a public setting.
- Background in social work, human services or emergency shelter
- Strong organizational skills
- Strong verbal and written communication skills
- Ability to work independently
- Strong critical thinking and problem solving skills
- Excellent computer skills – including Microsoft Office, Excel, PowerPoint, and Word
- 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

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Experience:

- At least 5 years' relevant work experience in a programmatic leadership role in human services or other relevant setting
- 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
- Demonstrated experience in program design, development, management and evaluation as well as collaborative programming with partner agencies
- Familiarity managing a culturally diverse team and a commitment to developing E.D.I. framework to support staff and community wellbeing.

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
- 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.
- 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 and community impact

Compensation:

Salary range is \$ 73,678- \$92,098 annually, 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, holiday time, plus weekly paid wellness time), and a long-term disability plan.

To Apply:

E-mail resume and cover letter to:

stephanie@tgpdenver.org

Stephanie Wilson, Director of Human Resources, 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.

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