



The Gathering Place®
a refuge for rebuilding lives

Day Time Shelter Associate

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, transgender individuals, and their children who are experiencing poverty, many of whom are homeless. 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: Shift Lead and Program Manager

Programs and Services

FSLA Exemption Status: Full-Time, Non-Exempt

Day Shifts/ Must be Available WEEKENDS

Department:

General Purpose

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. Shelter Associates provide basic services, milieu management, and crisis intervention.

Essential Duties/ Responsibilities

- Provides guests with access to services such as showers, meals, laundry, and basic needs 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.
- Assist with 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.
- Connect guests, as appropriate, to 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
- Attends staff meetings and training
- 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.

Education and Experience

- Minimum of high school diploma or GED. Bachelor's Degree Preferred.
- Experience working with people in crisis, or who are experiencing mental health, substance misuse, or other challenges.
- Previous shelter and/or homeless service experience a plus.
- Spanish speaking a plus.

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 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 starts at \$14 per hour or more, 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 the main TGP building. This position will end when shelter operations with the City of Denver 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.