



**The Gathering Place®**  
*a refuge for rebuilding lives*

## **FAMILY PROGRAM MANAGER**

[www.tgpdenver.org](http://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:** VP of Programs and Services

Department: Programs and Services

FLSA Exemption Status: Non-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.\*\****

### **General Purpose:**

The purpose of this position is to develop, implement and evaluate evidenced-based, culturally responsive programming and navigation services to help families achieve their goals. This position is responsible for overseeing the day-to-day operations and implementation of navigation services as well as the delivery of basic services and crisis intervention to ensure quality outcomes of the overall program.

### **Essential Duties/ Responsibilities:**

- Ensures a safe, accessible and educational environment for families at TGP
- Under direction of the VP of Programs & Services, develops and aligns programmatic goals and objectives to TGP’s mission, values and strategic plan
- Responsible for developing and implementing a programmatic plan based on goals and objectives
- Monitors and evaluates overall performance of the family program activities ensuring that established programmatic goals and objectives are met
- Ensures compliance with all relevant grants and funding sources
- Manages the program budget

11/24/2021

- Stays up-to-date on best practices in the field, especially as it relates to family systems and human development, and ensures that TGP program offerings incorporate best practices as appropriate to ensure program efficacy
- Is knowledgeable about other TGP programs and services and makes appropriate internal referrals to ensure we are offering our full range of support to meet the continuum of our members' needs
- Is knowledgeable about and stays up-to-date on resources and systems for families including, but not limited to, housing, public benefits, school-based resources/systems, and other community resources
- Works directly with families, on site at TGP and in the community, to provide strength-based and member-directed navigation support
- Provides crisis intervention and access to basic goods and services as needed
- Encourages and offers guidance in the use of positive parenting skills and other interventions that promote the well-being and development of children
- Develops relationships with families served that are marked with dignity and respect that foster hope and empowerment
- Ensures completion of all program effort documentation and data entry as required, in a timely manner
- Makes high quality contacts and referrals for external programs that promote stability and access to recovery supports
- Works as a member of the program manager's team to resolve issues across TGP programs, coordinate resources, and provide organizational leadership
- Demonstrates respect, cultural competence and knowledge of trauma informed care in interactions with TGP members, staff and collaborative partners
- Maintains staff by selecting, orienting, and training employees and developing personal growth opportunities
- Provides supportive 1:1 supervision to all program staff that focuses on performance, growth and progress
- Other duties as assigned by supervisor

**Supervisory Duties:**

- Supervises all program staff
- Supervises program volunteers and interns, creating a meaningful experience in their time at TGP

**Job Qualifications:**

Knowledge, Skills and Ability:

- Background in child development, family studies, social work, human services and/or case management programs
- Lived experience or direct services experience with children and families experiencing poverty and homelessness preferred
  - Bilingual Spanish English speaker preferred
- Strong organizational skills
- Strong verbal and written communication skills
- Ability to work independently
- Strong critical thinking and problem solving skills
- Knowledge of human development, family-centered case management models and practices
- Excellent computer skills – including Microsoft Office, Excel, and Word
- Familiarity with and ability to use ETO (or other case management/outcome tracking software)

**Education or Formal Training:**

- Bachelor's Degree preferred (degree in Social Work, Human Services, family studies, child development or a related field.) Direct relevant experience may be substituted for degree on a case-by-case basis

**Experience:**

- At least 3 years' relevant work experience in program management (or increasing responsibility for program coordination)
- Experience working with vulnerable or marginalized populations, with an understanding of the barriers and challenges caused by homelessness and extreme poverty
- Individuals with lived experience of homelessness, housing instability, or poverty are strongly encouraged to apply

**Physical Activities:**

- Must be able to remain in a stationary position 50% of the time
- Occasional lifting and moving of objects weighing up to 25 pounds
- 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 teams, telephone, email, and in person. Must be able to exchange accurate information in these situations
- 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 \$22.57-\$25.40/hour or more, 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, and holiday time), and a long-term disability plan.

**To Apply:**

E-mail resume and cover letter to:

[Becca@tgpdenver.org](mailto:Becca@tgpdenver.org)

Becca Smith, Human Resources Manager, 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.*