



The Gathering Place®
a refuge for rebuilding lives

EVENING AND OVERNIGHT SHELTER MANAGER

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: Director of Emergency Shelter

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.* ****

Position Overview:

This position is responsible for overseeing and managing the evening and overnight shelter operations, administrative responsibilities 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 promoting the safety and stability of shelter guests, supporting the achievement of programmatic outcomes, and collaborating effectively with our operations partner (Salvation Army) and other shelter managers to ensure a safe and dignified living environment. The program manager must operate with a broad understanding of the various needs of the population and ability to create an environment that is safe and supportive for all shelter guests.

Essential Duties/ Responsibilities:

- Under direction of the Director of Emergency Shelter and in collaboration with other shelter managers, develops and implements program frameworks that support contractual outcomes and that align with TGP's mission, values and strategic plan
- Oversees and manages day-to-day operations which includes, but is not limited to, intake and discharge of guests, meal service, customer service, and room checks
- Works to create a low-barrier shelter environment for guests
- Prepares staff schedules to ensure proper coverage of evening and overnight operations. This includes coordination of the evening and overnight shelter associate team and TGP and HOST on-call staff
- Ensures that all maintenance issues are reported to and addressed by the maintenance team in a timely manner
- Coordinates and supports partner agencies providing services on site at the shelter
- Schedules, attends, facilitates, and participates in required meetings
- Works as a collaborative member of the emergency shelter leadership team composed of the director, daytime shelter manager, evening/night shelter manager, and the Homelessness Resolution program manager to achieve established goals and outcomes, maintain a safe environment and to resolve issues pertaining to guests or operations
- Works in partnership with Salvation Army to develop a strong, collaborative working relationship between our two agencies to coordinate maintenance, security and housekeeping services
- Ensures completion of all required documentation and data entry, in a timely manner. This includes HMIS intakes and exits for all shelter guests and documentation in ETO.
- 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
- Coordinates with other shelter managers and staff to accept appropriate referrals from outside partner agencies and to maintain full capacity at the shelter
- Ensures compliance with all relevant grants and contracts
- Under direction from the Director and in conjunction with other shelter managers, manages the program budget in compliance with contract requirements which includes ensuring eligibility of expenses, monitoring spending, and maintaining all necessary documentation of expenditures
- Is knowledgeable about programs at TGP and in the community and makes appropriate referrals to ensure we are offering our full range of support to meet the continuum of guests' needs
- Helps to coordinate and provide access to onsite case management support for shelter guests
- Develops relationships with program participants that are marked with dignity and respect that foster hope and empowerment
- Provides critical support and resources to guests who may be experiencing a crisis caused by mental health difficulties, the impact of drugs and/or alcohol, or trauma and contacts appropriate emergency response as necessary
- Works as a member of the TGP's program manager 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 shelter guests, staff and collaborative partners
- Maintains staff by selecting, orienting, and training employees
- Provides supportive 1:1 supervision to all shelter staff that focuses on performance, growth and progress
- Other duties as assigned by supervisor

Supervisory Duties:

- Supervises all evening and overnight shelter associates, on-call staff and volunteers

Job Qualifications:

Knowledge, Skills and Ability:

- Background in social work, human services or emergency shelter
- Demonstrated effective crisis intervention skills
- Strong understanding of trauma-informed care principles and skills
- 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, 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

Experience:

- At least 3 years' relevant work experience in program management (or increasing responsibility for program coordination or demonstration of leadership skills and abilities in previous positions)
- 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

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

Compensation:

Salary range is \$22.50- \$25.40 per 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, holiday time, plus weekly paid wellness time), and a long-term disability plan.

To Apply:

E-mail resume and cover letter to:

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.