



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

**CASE MANAGEMENT PROGRAM INTERN**  
The Gathering Place  
1535 High Street, Denver, CO 80218

**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:**

Case Management Program Manager

**NOTE: We do not have licensed personnel on staff and cannot provide clinical supervision.**

**General Purpose:**

The case management program intern will work with the greater case management team to provide drop-in navigation and case management services to women, transgender individuals, and their families that are experiencing homelessness. Interns will support the case management team to problem-solve with members regarding specific issues they have, as well as facilitating appropriate referrals to other programs internally and community partners externally. Working alongside members, interns will advocate for and empower members to address self-determined needs and goals.

**Essential Duties/ Responsibilities:**

- Works directly with members at TGP to provide strength-based and member-directed case management, navigation support, and housing stabilization services using culturally responsive and evidence-based practices
- Develops professional relationships with members that are marked with dignity and respect that foster hope and empowerment
- Completes needs assessments to develop appropriate plans to identify and track progress towards goals
- Learns about TGP's various programs to make appropriate internal referrals to ensure sure we are offering our full range of support
- Collaborates and completes referrals to external stakeholders/programs within the broader community
- Provides both individualized one-on-one support with members to address specific needs as well as larger group workshops to work with small groups of members (i.e. housing application support)
- Ensures completion of program service documentation and data entry as required, in a timely manner
- Regularly participates in supervision with case management program manager
- Demonstrates respect, cultural competence, and knowledge of trauma informed care in interactions with TGP members, staff, and collaborative partners

### **Time Commitment:**

- Depends on the needs of the program at the time of application
- Depends on the requirements of internship
- Determined on a case-by-case basis
- 16-24 hours per week per quarter/semester

### **Qualifications:**

- Able to practice trauma-informed and culturally competent care
- Able to work with vulnerable and/or marginalized populations
- Able to maintain professional and appropriate boundaries
- Good customer service skills
- Able to maintain confidentiality
- Able to communicate clearly and calmly
- Able to set limits with members in a firm but respectful way
- Familiar with service programs in the Metro Denver area
- Bilingual Spanish and English speaker preferred
- Bachelor's/Master's level only

### **Education or Formal Training:**

- Computer skills including previous database experience, proficiency with Google Workspace and Microsoft Office Suite

### **Physical Activities:**

- Must be able to remain in a stationary position 50% of the time.
- 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.
- Frequently moves equipment and supplies weighing up to 25 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

*The Gathering Place is committed to providing equal opportunity to all volunteers and applicants for volunteer service 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.*