

Vice President of Programs and Services The Gathering Place

About The Gathering Place:

Founded in 1986, The Gathering Place 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. While we refer to those we serve as "members", no fees are ever charged for programs or services. 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.

Reports to: President

Department: Programs and Services

Status: Full-time, exempt

Position Overview: This position is primarily responsible for providing effective leadership and oversight for the Programs & Services Department, which includes the following program areas: Community Access, Family Program, Physical & Mental Health, Jobs & Education, Food Services, Arts Program, and Volunteer Management. This includes: ensuring TGP's programs and services are aligned with the mission, vision, and values of the organization; are provided in a trauma-informed manner and environment; and meet the needs of TGP members. This position is also responsible for providing leadership in sustaining ongoing program offerings; planning, designing, and implementing program improvements; ensuring agency resources are used in ways that maximize programmatic impact; and building and maintaining relationships with strategic community partners and stakeholders in order to strengthen the organization's ability to fulfill its mission.

The Vice President of Programs and Services is expected to work closely and collaboratively with other members of the organization's executive team, which includes the President, the Vice President of Internal Resources and the Vice President of Resource Development, to advance the organization and achieve strategic goals.

Supervisory Duties: Recruits, hires, trains, and provides on-going supervision, professional development, and performance management for Program Managers; provides substantive and ongoing support to Program Managers in managing and supervising the staff, interns, and volunteers in their respective program areas. Also provides meaningful support to Program Managers in managing and working effectively with collaborative partner organizations.

Essential Duties/ Responsibilities:

- Provide day-to-day leadership and operational support to Program Managers to maintain quality and consistency in TGP's program and service offerings, including meeting weekly with Program Managers to provide supervision, training, guidance, and support.
- In conjunction with Program Managers, design, develop, and implement programming that is trauma-informed, inclusive, reflective of best practices in program delivery, and in alignment with

the organization's strategic plan, mission, vision, and values. Make strategic decisions about program and service offerings to ensure quality, relevancy, and sustainability of programs and services.

- Primarily responsible for oversight and management of the overall budget for Programs & Services to ensure budget targets are met and financial and human resources are used effectively and efficiently. This includes working closely with Program Managers to support them in effective management of their program-area budgets, as well as maintenance of accurate expense records.
- Participate fully as a member of the Executive Team in developing long-term strategic plans and annual business plans for the agency, including the annual budget. Ensure that annual business plan and budget for the Programs & Services Department reflects organizational priorities as determined by the strategic plan, and advances the mission of the organization.
- Serve on community committees, network with other organizations, speak at community events, and, as delegated by the President, represent TGP and its interests in meetings with decision-makers and other key stakeholders. In conjunction with VP of Internal Resources, manage contracts and relationships with Denver Department of Human Services, Metro Denver Homeless Initiative, and Denver's Road Home.
- Provide guidance and support to TGP's Program Evaluation Manager in determining data collection needs and methods to ensure data collection is conducted in a trauma-informed manner that fits within the operational capacity of program staff, and is targeted to best demonstrate and evaluate program impacts and outcomes.
- Review evaluative data, anecdotal information, and member suggestions/feedback for strategic planning and staff development.
- Identify and provide opportunities for professional development and continuous learning for program staff to elevate employee expertise and address skill gaps.
- Support Program Managers in hiring, inter-departmental employment matters, supervision and evaluation.
- Attend monthly meetings of the Board of Directors and provide reports necessary for accountability to the Board of Directors, direct supervisor, funding sources and others as required.
- Maintain high level of awareness of the daily needs of the staff as well as the members and families receiving services; serve as a back-up staff member when necessary.
- Work closely with the Executive Team and other key organizational stakeholders in the development of programmatic policies and procedures that are inclusive, culturally competent, and trauma-informed, and provide leadership to assure that those policies and procedures are integrated into the culture and daily operations of the organization.
- Work collaboratively with other departments and stakeholders to ensure crucial communication links through purposeful and open communication to continuously develop, clarify and support organizational values.
- Communicate departmental needs and give support to other departments in concert with the Executive Team. Create an environment of cooperation and trust through regular meetings with TGP departments.
- Review and respond to member grievances, and meet with members as needed to address and resolve behavioral issues that have resulted in ineligibility to receive agency services.
- Participate in staff meetings, management meetings and other team activities.

- Contribute to maintaining a positive, constructive, and safe environment.
- Resolve conflicts with other staff and volunteers in a direct and timely manner.
- Other duties as assigned by supervisor.

Job Qualifications:

Knowledge, Skills and Ability:

- Demonstrated knowledge and understanding of programs and systems that meet the needs of women, transgender 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 principals 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.
- Excellent skills in crisis-management and de-escalation, including demonstrated ability to effectively manage and de-escalate situations involving individuals experiencing mental health crises, individuals who are under the influence of intoxicating substances, and/or individuals experiencing human trafficking, domestic violence, or similar high-intensity challenges.
- Demonstrated ability to serve as an effective team member on the executive management team and collaborate with other team members to provide unified organizational leadership and direction.
- Demonstrated ability to develop and execute short-term and long-term strategic plans, particularly with an understanding of systems and a view of the "big picture."
- 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.
- Demonstrated ability to maintain healthy and professional boundaries; ability to provide training, guidance, and support to other staff throughout the organization in also maintaining healthy boundaries.
- 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 stakeholders.
- Proficient with office productivity software and able to utilize technology as a management reporting tool.
- Flexible and adaptable, including a willingness to pitch in and help where needed to keep the organization running smoothly.
- Multilingual, particularly in one or more languages commonly spoken in our service population, a plus.

Education or Formal Training:

- Bachelor's degree in Social Work, Human Services, or other related field; Master's degree strongly preferred.

- Directly relevant experience may be substituted for degree on a case-by-case basis.

Experience:

- At least 8 years of experience in human services, social work, or a closely related field is required, with at least 2 years of those years in program management/leadership positions with significant responsibility for supervising employees and volunteers.
- Demonstrated experience in program design, development, management and evaluation as well as collaborative programming with partner agencies.

Physical Activities:

- This position primarily functions in an office environment and requires the use of standard office equipment such as computers, printers, copiers,
- Occasionally will be needed to assist with transporting donations weighing up to 25 lbs. from our entrance to storage locations within our facility.

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

Salary Range: Starting at \$73,500 or more, depending on experience and qualifications. 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:

Email resume and cover letter to in a single PDF to Julia Stewart, President at julia@tgpdenver.org

No phone calls please.

Position Closing Date: Position closing date: Open until filled; applications will be considered on a rolling basis. For best consideration, submit your application by Friday, July 12, 2019.

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.