



## **Elevated Denver Community Resource Connection Hub**

### **Community Resource Supervisor Job Description**

Elevated Denver seeks a **Community Resource Supervisor** to oversee the operations of the Community Resource Connection Hub, or Hub. The Hub was designed by people with lived and living experience in homelessness, with input and feedback from service providers and other engaged Denver residents. The Hub is being piloted in the Westwood neighborhood, and will be housed within an existing community agency, with access to a private office space, and will be staffed by a Community Resource Specialist and a Community Resource Supervisor for **20-hours a week**. This is a pilot, and the part-time position is funded for 6-9 months with the potential to extend. The Community Resource Supervisor will lead this small team, who partners with community agencies, to support people experiencing homelessness, or those experiencing housing instability, to facilitate connection to needed resources and services.

Elevated Denver is seeking a **part-time Community Resource Supervisor** to provide oversight of the Hub, including managing a Community Resource Specialist, while also providing navigation and connection to assist community members in accessing resources and services. Initially, there will be a focus on conducting outreach in the neighborhood, letting people know about the Hub, and gaining a deeper understanding of community needs. Additionally, time will be spent working with Elevated Denver to set up the resource and tracking databases. Once the Hub is established, more time will be spent connecting with community members before they lose their housing, or early on in their homelessness journey, and supervising one Community Resource Specialist. The Supervisor will also be responsible for maintaining relationships with agencies throughout the community to support referrals to the Hub and positive collaboration. In addition, the Supervisor will oversee the Google database to track resources and referrals.

#### **Details:**

- Hours: 20 hours a week, to be determined, but likely including one weekend day, and one evening a week.
- Pay: \$30/hour
- Location: Westwood Community Center (1000 S Lowell Blvd, Denver, CO 80219)

## **Essential Job Functions**

- Support Hub Staff in daily operations, documenting resources and referrals, as defined collaboratively with Elevated Denver oversight staff.
- Establish healthy and dynamic team morale.
- Coach and oversee healthy boundaries between Hub staff and community members engaging with the Hub.
- Serve as liaison with collaborating agencies to establish and maintain effective working relationships.
- Maintain and update a resource database.
- Record all meetings in a timely and complete fashion in the electronic database.
- Record telephone and other communications as needed in the electronic database.
- Manage Hub staff schedules and timesheets.
- Ensure documentation and reporting fidelity. Utilize relevant personal experience to establish supportive, trusting relationships with anyone who comes into the Hub.
- Create a trusting and supportive environment for Hub staff (reflective supervision) and meet weekly with Elevated Denver staff.
- Maintain and ensure confidentiality of all Hub community member information.
- Outreach to the community and local agencies to spread the word about the Hub and support referrals to the Hub.
- Coordinate support with neighborhood Promotoras and other outreach workers in the neighborhood, as needed.
- Meet with community members entering the Hub, to help identify resources and support within the community and beyond, and to increase community members' sense of connectedness.
- Facilitate interaction and communication between community members and service providers, and advocate on behalf of community members' interests and goals.
- Maintain positive working relationships with Hub staff, Elevated Denver, and site and community agencies at Hub site and in the broader neighborhood.

- Meet regularly with Elevated Denver oversight staff.
- Perform other duties as assigned.

### **Qualifications Summary**

- Experience navigating Denver's homeless support services.
- At least 2 years of experience working as a Community Health Worker, Community Resource Navigator or Peer Support Specialist, supporting connection to homeless support services.
- At least 2 years of experience supervising peers or similar community-facing employees.
- Peer Specialist or Community Health Worker training preferred.
- Effective and responsive communication skills.
- Organized and attentive to details.
- Bilingual Spanish and English.
- Strong cultural awareness and connection to the local community are preferred, with the ability to engage effectively and respectfully with diverse groups.
- Comfort with Google Drive, or comfort with using computers and willingness to learn Google functions.

While we value these qualifications, if you do not meet all the qualifications but feel like this position is a fit for you, we encourage you to apply.

To apply for this position, please complete a [short application](#); email it and a resume to [info@elevateddenver.co](mailto:info@elevateddenver.co) or use this code to complete online.

