

**eliminating racism  
empowering women**  
**ywca**

**Central Massachusetts**

Position: Shelter Case Manager/Assistant Director of Residential Services, BWR Program  
Hours: 35 hours per week  
Accountability: Director of Residential Services  
Location: Northern Worcester County  
CORI Required: Yes

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**About the YWCA Central Massachusetts**

For more than 125 years, the YWCA Central Massachusetts has served as a life-long positive force for women and girls, their families and communities. By leveraging the reach, power and passion of our members and supporters, we have created lasting change.

The YWCA Central Massachusetts offers a wide range of programs, including early education & care; domestic violence services; career assistance; healthy lifestyle promotion. Our services strengthen women and girls in the community, helping them to realize their full potential.

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**General Function:**

Responsible for providing backup to the Director of Residential Services, assessing the immediate needs of the families, conducting ongoing assessment of the families, initiating contact with resources and coordinating appointments and transportation.

**Responsibilities:**

1. Provides back up coverage to the Shelter Director.
2. Conducts shelter program intake and coordinates family service plan.
3. Provides orientation to shelter program and community resources.
4. Coordinates access to necessary services and provides transportation as needed.
5. Provides advocacy through individual and group contact.
6. Oversees implementation of program policies and procedures according to program guidelines.
7. Completes all required paperwork, attends in-service training, case review, staff meetings and scheduled supervision.
8. Oversees daily maintenance of facility and conducts weekly room checks.
9. Coordinates an accountable system of resident donations.
10. Assists women with moving personal belongings into and out of the shelter.

11. Provides crisis intervention and answers hotline when needed.

12. Performs other related duties as needed and designated by Director of Residential Services.

**Qualifications:**

- Bachelor's Degree in related field such as Human Services, Counseling, Social Services
  - Strong understanding of the dynamics of domestic violence and its affects on men, women and children
  - 2 - 3 years of supervisory experience
  - Bilingual Spanish/English
  - Valid drivers license and reliable vehicle
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**How to apply:**

If you are interested in applying for any of the above positions please send resume to:

Email: [HR@ywcacentralmass.org](mailto:HR@ywcacentralmass.org)

Fax: Human Resources at 508-754-0496

Mail: YWCA Central Massachusetts  
Attn: Director of Human Resources  
1 Salem Square  
Worcester, MA 01608-2090

The YWCA Central Massachusetts is an Affirmative Action/Equal Opportunity Employer.