

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

**Central Massachusetts**

Position:	Shelter Advocate, BWR Program
Accountability:	Director of Residential Services
Hours of Work:	Full-time flexible days
Location:	North Central Massachusetts
Exempt Status:	Non-exempt
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:**

Conducts shelter screenings and intakes to include: assessing immediate needs of women prior to their entering shelter, including safety contracting, physical, emotional and mental health care needs; nutritional, cultural and other special needs.

**Responsibilities:**

1. Provides advocacy through individual and group contact.
2. Oversees implementation of program policies and procedures according to program guidelines.
3. Provides crisis intervention when needed.
4. Provides safe transportation as needed.
5. Answers 24-hour emergency hotline.
6. Attends in-service training, staff meetings, supervisory meetings and case reviews.
7. Assists women with moving personal belongings into and out of the shelter.
8. Rotates on-call coverage as needed.
9. Performs other related duties as needed and as assigned by Director of Residential Services to ensure the smooth operation of the shelter program.
10. Completes all required paperwork, attends in-service training, case review, staff meetings and scheduled supervision.

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**Qualifications/Skills:**

- Ability to work independently and as a team member.
- Strong organizational skills and flexibility.
- Strong understanding of the dynamics of domestic violence and its effects on both women and children.
- Must have initiative, creativity, maturity and sound judgment with an interest in the helping professions.
- Must have a valid drivers' license and reliable vehicle.
- Ability to lift up to 50 lbs.
- Bi-lingual/Bi-cultural preferred.

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**How to apply:**

If you are interested in applying for any of the above positions please complete 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.