

eliminating racism empowering women

ywca

Central Massachusetts

Position:	Hotline Advocate
Hours:	Monday through Friday 8:30am – 4:30pm
Accountability:	Director – Residential Services
Location:	Fitchburg
CORI Required:	Yes

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.

General Function:

Provides all services required by Residential and Community Based Services program participants and crisis hotline callers.

Responsibilities:

- Assess participants' needs.
- Answer the crisis hotline and provide callers, as well as all program participants, with empowerment-based crisis counseling, guidance, emotional support, information, and referrals. Determine if the victim is seeking emergency shelter and offer assistance as needed.
- Assess lethality of participant's situation.
- Assist participant with the development and implementation of a safety plan.
- Provide information on the dynamics of domestic violence.
- Provide empowerment-based counseling (face-to-face and/or via telephone) in either individual or group settings.
- Provide assistance in filing for restraining orders, injunctions, protective orders, immigration, and other petitions. Support, assist, and advocate for victims at any stage in the criminal justice system.
- Assist with filing for compensation claims which includes making victim aware of the availability of crime victim compensation, assistance with completing the required forms, and gathering the needed documentation.
- Assist victims in securing rights, remedies, and services from other agencies. Offer aid in locating emergency financial assistance, TANF benefits, and other resources. Intervene with others on behalf of the victim. Provide referrals, vouchers, and/or supplies for items such as transportation, food, clothing, and emergency housing.
- Assist with reporting elder abuse, child abuse, or other required reporting.
- Maintain and report statistical measurements as required.
- Maintain documentation as required.

- Refer/advocate to community resources as necessary.
- Adhere to the Program's policies and procedures.
- Assessment of clients for high risk; shelter and related services.
- Maintain principles of confidentiality.
- Provide consultation to police departments as needed for the High Risk Response Team.
- Attend agency meetings and in-service trainings, as required.
- Participate in agency trainings, meetings, and community education presentations.
- Develop and maintain community resource contacts.
- Other duties as assigned by Director.

Qualifications:

- Bachelor's Degree in related field such as Human Services, Counseling, or Social Services
 - **Bi-lingual**
 - Knowledge of domestic violence and/or family violence and related issues such as substance abuse and mental health, crisis intervention, individual and group counseling, community development, and education
 - Experience working with diverse populations
 - Demonstrated ability to work cooperatively with other professionals and team members
 - Ability to maintain professional boundaries and client confidentiality
 - Empathetic, non-judgmental and active listening skills
 - Ability to assess and intervene in crisis situations
 - Excellent written and oral communication skills
 - Organized; innovative
 - Knowledge of community resources
 - Excellent computer skills required
 - Valid Massachusetts driver's license
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How to apply:

If you are interested in applying for the above position please send resume to:

Email: 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.