

**eliminating racism
empowering women**
ywca

Central Massachusetts

Position:	Supervisor – Residential Services
Accountability:	Manager – Residential Services
Availability:	7am – 4pm, Monday through Friday
Hourly Rate:	\$20.00
Location:	Greater Worcester Shelter
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:

Responsible for maintaining shelter operations under the direction of the Director of Residential Services, and for supervising shelter staff

Responsibilities:

- Facilitate training and community educational awareness presentations
- With Director of Residential Services, ensure all of shelter programs operate in accordance with established agency philosophies and policies, including 24-hour staffing
- Assist Director of Residential Services in all operations of the shelter
- Provide crisis counseling for hotline callers and residential program participants
- Ensures staff follow the empowerment based family advocacy model with all survivors
- Assist the Director of Residential Services with the hiring, training, managing, and reviewing of residential shelter staff
- Advocate for participants with community agencies; assist participants in obtaining needed services; provide food, clothing, personal items, etc., as needed
- Complete reports and statistical information as needed for donors and certifying agencies
- Inspect participant files to ensure accuracy and completeness
- Builds relationships with various agencies and institutions to enhance the delivery of services
- Accesses and makes available information to participants about community resources and issues, and relevant laws and regulations
- Works with community partners to provide a seamless web of support, services and programs for survivors
- Serve as part of on-call rotation

- Other duties as may be assigned by Director of Residential Services

Qualifications:

- Bachelor's Degree in related field such as Human Services, Counseling, or Social Services
 - Three years' minimum experience in the field of domestic/sexual violence, crisis intervention, or shelter setting
 - Energetic, independent, self-motivated, able to work under pressure
 - Knowledge of criminal justice system and laws pertaining to domestic violence
 - Understand non-violent issues and be sensitive to the issue of domestic violence
 - Cooperative, diplomatic, and relate well with all types of people
 - Organized and able to manage multiple priorities
 - **Bilingual English/Spanish required**
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How to apply:

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

Email: HR@ywcaworcester.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.