

# eliminating racism empowering women

# ywca

## Central Massachusetts

Position:	Shelter Advocate
Hours:	<b>Greater Worcester:</b> Sunday 8am to 4pm or Saturday 10pm- 8am <b>North Central Mass:</b> Saturday and Sunday 8am-4pm or Tuesday, Wednesday, Friday and Sunday 4:00pm – 10:00pm
Hourly Rate:	\$13.00
Accountability:	Supervisor – Residential Services
Location:	Greater Worcester or North Central Mass
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 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 Shelter's policies and procedures
- Other duties as assigned by manager

**Qualifications:**

- Associate's Degree in related field such as Human Services, Counseling, or Social Services
  - Bi-lingual preferred
  - Two years minimum experience in domestic violence intervention and prevention preferred
  - Training and experience in crisis intervention counseling preferred
  - Ability to advocate on behalf of victims
  - Calm under pressure
  - Strong organization and computer skills
  - Valid Massachusetts driver's license
- 

**How to apply:**

If you are interested in applying for the above position 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.