

Cleveland Rape Crisis Center Job Description

Position: Director of Access to Care
Reports to: Chief Program Officer

Position Summary:

The Director of Access to Care provides leadership to CRCC's 24/7 Crisis and Support Programs and staff to ensure that all survivors of rape, sexual abuse and sex trafficking receive 24/7/365 timely, trauma informed services via the Phone, Text/Chat and In-Person in Cuyahoga, Lake, Geauga and Ashtabula Counties. In collaboration with the CPO, the Director is responsible for leading the Quality Assurance and Improvement Program to inform training and supervision needs of 24-Hour Services staff and volunteers.

Principal Duties and Responsibilities:

- Provide leadership for program growth, identifying ways to meet emerging client and community needs to keep the program relevant.
- Assure program fulfills all legal, regulatory, and contract requirements, as well as adheres to internal policies and procedures, thus assuring quality of service and integrity of internal operations and systems.
- Professionalize, grow and efficiently maintaining CRCC's 24/7 programs, particularly in Lake, Geauga and Ashtabula Counties.
- Advance Quality Assurance and Improvement Program to inform training and supervision needs of 24-Hour Services staff and volunteers.
- In collaboration with the Regional Director, identify strategies and tactics to build the regional infrastructure to deliver 24 Hour Services in Lake, Geauga and Ashtabula Counties by spreading awareness of CRCC services to target audiences.
- Effectively represent the program to the public and stake holders.
- Demonstrate knowledge about rape, sexual abuse, human trafficking, mental health, substance abuse, suicidality and other related issues.
- Assure the department has competent, qualified staff able to fulfill their job requirements at all times.
- Assure that a formal orientation program is in place for all positions and that new employees complete their orientation and are able to perform the functions of their job.
- Assures there is on-going training, clinical supervision and team meetings in place for staff in order to be in compliance with quality improvement objectives.
- Directly supervises the Manager of 24-Hour Services.

- Provide clinical supervision to Crisis Intervention Specialists and interns providing to build resilience and prevent burn out.
- Periodic direct supervision/observation of Day/Night Staff (including being available on-call, completing performance evaluations, regular feedback/supervision, etc).
- Periodic on-call responsibilities if needed.
- Conducts performance reviews.
- Assure the department provides excellent service, answers 100% of requests and develops outcome measures do demonstrate that.
- Assure that the services policies and procedures are up-to-date and operations adhere to those policies.
- Responsible for the clinical content of trainings delivered by 24 Hour Services Team to assure its content and delivery meet CRCC standards.
- Initiates and maintains positive and productive working relationships with first team (all other CRCC Directors), other community providers, etc.
- Ensure that all staff complete records in a timely manner and comply with CRCCs record keeping guidelines.
- Other duties as assigned.

Qualifications: This position requires a Master’s Degree in Social Work, or related human services field. A minimal of 3 years post graduate management experience is required. Supervisory experience is a MUST; demonstrated fairness and sound clinical judgment, demonstrated ability to manage and prioritize multiple and simultaneous requests for services; demonstrated screening and assessment skills; ability to identify appropriate initial response plans; to remain calm and reassuring in crisis situations and to intervene appropriately; to communicate effectively both verbally and in writing; to demonstrate excellent customer service skills when working with clients, agency staff, and outside agencies; to accurately prepare and maintain records and write reports and summaries; to exercise professional judgment and personal and professional boundaries; and, to work effectively with others as part of a team. Must be comfortable with texting and web chat technologies; as well as other data management systems.

Hours of Work: This is a full-time position (40 hours/week). Flexible scheduling required, weekend and evening hours as needed. Occasional on-call responsibilities.

Salary: Commensurate with experience. Excellent benefits and work environment.

Cleveland Rape Crisis Center is an equal opportunity employer