

**CLEVELAND RAPE CRISIS CENTER**  
**Job Description**

**Title:** Crisis Intervention Specialist (Full-Time)

**Reports to:** Manager of 24-Hour Services

**Position Summary:**

This position is responsible for providing CRCC's 24-Hour Support Services including survivor care in Hospitals and Police Stations, as well as Phone and Text/Chat Hotline coverage to ensure all survivors and co-survivors of sexual abuse, rape and human trafficking in Northeast Ohio have immediate 24/7 access to support, education, crisis stabilization and follow up services.

**Principal Duties and Responsibilities:**

- Cover CRCC 24/7 response to survivors through Face to Face (F2F) Victim Support and 24-Hour Phone and Text/Chat Hotlines.
- Support survivors as a F2F Crisis Intervention Specialist
  - Respond to emergency departments, police stations, social service organizations and other safe places in Cuyahoga, Lake and Geauga counties to provide survivors and their friends and family members with information, support, resources and crisis stabilization
  - Facilitate communication with law enforcement, medical professionals and others on behalf of the survivor
  - Link survivors and co-survivors to ongoing CRCC services
  - Expected response time is 30 minutes or less
- Support survivors and co-survivors on Phone and Text/Chat Hotline
  - Communicate with survivors of sexual assault, their friends and family members, area professionals, law enforcement, social workers and many others
  - Assist survivors with trauma informed crisis stabilization techniques
  - Provide support, information and referrals
- Support CRCC Volunteers
  - Answer questions and provide information as needed
  - Address any scheduling conflicts, problems or questions
- Support survivors for Project STAR
  - Respond to emergency departments, police stations, shelters, or other approved locations to provide crisis intervention, support, education and advocacy to survivors and co-survivors
  - Facilitate interactions between survivors and medical staff, law enforcement and victim services personnel and/or secondary survivors.
  - Link survivors and co-survivors to ongoing CRCC services
  - Expected response time is 30 minutes or less

- Complete and submit required paperwork for programmatic, scheduling and financial purposes
  - Participate in regular team meetings
  - Follow CRCC record-keeping procedures
  - Perform other administrative duties as assigned
  - All shift reports complete by end of shift

**6AM-6PM Shift:**

- Reports to CRCC office during the weekdays at the beginning of shift unless otherwise informed by supervisor;
- Must log on to all formats of communication 10 minutes before shift;
- Assist with data entry for Victim Services Team.

**6PM-6AM Shift:**

- Will work from home, with the exception of one four-hour shift every other week, and must be logged on to all formats of communication 10 minutes prior to the beginning of shift;
- Required to have face to face meeting with supervisor

**Hours of Work:** This is a full-time (40 hours a week) position. Flexibility in scheduling is necessary and evening, weekend and holiday hours are required. Must have valid Ohio driver's license and reliable transportation. A one-year commitment is requested.

**Attendance**

Crisis Intervention Specialists are expected to work 40 hours per week during their designated shift hours, as well as rotating hours every other weekend. While shift reminders are sent out on the weekdays, it is the responsibility of the Crisis Intervention Specialist to be familiar with their schedules through iCarol, as well as check their email prior to starting a shift for any last-minute coverage updates. Support Specialists are responsible for tracking their hours and ensuring that they stay under 40 each week, unless permission for overtime is granted, or shifts already in-progress require extra time.

Crisis Intervention Specialists are expected to cover holidays on which they are regularly scheduled.

**Call-Offs**

Call-offs must be reported to the Manager of 24-Hour Services at least eight hours in advance. Crisis Intervention Specialists are expected to be able to fully commit to all 24-Hour Services throughout the course of their shift.

**Qualifications:** Successful completion of Volunteer Training or staff training, and active experience as a CRCC Advocate or staff member preferred. A qualified applicant will have a

background in social work, psychology, sociology or related field, with a minimum of two years professionally supervised work in the delivery of mental health, chemical dependency, social services and/or criminal justice experience. LSW a plus. Ability to serve individuals in a direct service capacity; remain calm and clear-headed in stressful or unanticipated situations; be accessible and reliable while on-call. Flexibility in scheduling is necessary and weekend and holiday hours are required. Must have valid OH driver's license and reliable transportation to travel throughout Cuyahoga and Lake Counties.

Qualified candidates must have the ability to:

- serve individuals in a direct service capacity
- remain calm and clear-headed in stressful or unanticipated situations
- be accessible and reliable while on-call
- demonstrate sound judgment
- communicate well with diverse audiences, clients, staff, volunteers and partners both verbally and in writing
- connect and provide support to volunteer Advocates
- travel throughout Cuyahoga, Lake and Geauga counties

Crisis Intervention Specialists must assume all services for the duration of their entire shifts. Partial participation in services (such as picking up the hotlines but not being able to travel for Face to Face) may result in disciplinary action if not communicated in advance or if occurring habitually.

Cleveland Rape Crisis Center is dedicated to building a culturally diverse and pluralistic staff committed to teaching and working in a multicultural environment. Qualified applicants will receive consideration for employment and will not be discriminated against based on race, color, religion, sex, sexual orientation, gender identity/expression, national origin, disability status, protected veteran status, or any other characteristic protected by law.