

**Cleveland Rape Crisis Center
Job Description**

Position: Manager of Education and Outreach

Reports to: Senior Director of Educational Services

Position Summary: The Manager of Education and Outreach primary purpose is to improve access for underserved populations, including outreach activities to raise awareness of CRCC services and education programming to assist with prevention efforts. In addition, the position requires supervision of activities related to: training of teachers and staff; student outreach efforts; and individual contributor staff supervision. The Manager of Education and Outreach will also provide outreach and educational programming for previously under-served populations, with a specific emphasis on reaching schools within Cleveland Metropolitan School District, and schools on the East Side of Cleveland.

Principal Duties and Responsibilities:

Staff Management:

- Responsible for hiring, training, supervision and performance management of Prevention Specialists.
- Ensures that programs and staff understand, track, and achieve set goals.
- Responsible for quality improvement activities.
- Provides direct supervision to staff. This includes the establishment and monitoring of performance standards and appraisals with a focus on outcomes.

Program and Administrative Duties:

- Supervises staff relationship management of schools, community organizations, and other important prevention partners.
- Provides educational programming at schools across the area for students and staff.
- Creates, tailors, and implements new prevention and outreach programs, as needed by community stakeholders.
- Works to partner effectively with key stakeholders—namely out-of-school time organizations, youth-serving organizations, human services organizations, and school districts.
- Manages relationships of their own with school administrators, organizational partners, and community stakeholders to ensure continued service utilization—effective stakeholder relationship management.

- Serves on community-based committees to represent CRCC.
- Enters program data in organizational database to track workload.
- Tracks and reports on outcome data for educational programming.
- Assists with duties related to being a staff member at the Cleveland Rape Crisis Center, such as assisting with events and other duties as assigned by the CPO or CEO/President.
- Delivers training programs and utilizes other CRCC staff and outside trainers as needed.
- Builds a network of neighborhood ambassadors who understand CRCC services and programming
- Attends events in specific neighborhoods matching East Side of Cleveland outreach planning efforts—including, but not limited to, Shaker Square, Buckeye/Woodland, Glenville, Slavic Village, St. Clair/Superior, and others defined by organizational strategic plan.
- Convenes prevention and outreach events, such as Girls in Motion and Best Foot Forward, in neighborhoods specified above for both young people and adults.
- Seeks out and attends Professional Development opportunities.
- Participates in regular supervision meetings
- Performs other duties as assigned.

Qualifications: Required—Bachelor’s degree with Two (2) years of full-time (or the equivalent of full-time) experience providing programming and services to underserved communities. Require additional one (1) year of experience in a health, social services or community-based program with responsibility for supervision of staff and community resource coordination. Demonstrated fairness and sound judgment; demonstrated ability to manage and prioritize multiple and simultaneous requests for services; to remain calm and reassuring in crisis situations and to intervene appropriately. Must have ability to build relationships, collaborate internally and externally, and communicate effectively with diverse audiences, staff, volunteers and partners both verbally and in writing. Must be willing to build community relationships with stakeholders in historically un- and under-served neighborhoods. Exemplary public speaking skills preferred. Experience, professional and personal, with Cleveland Metropolitan School District preferred. Must be able to travel in North East Ohio and have valid driver’s license.

Hours of Work: This is a full-time position (40 hours per work week). Flexible scheduling required, weekend and evening hours are occasionally required, on an as-needed basis. This is a salary exempt position.

Salary: Commensurate with experience. Excellent benefits and work environment. Cleveland Rape Crisis Center is an equal opportunity employer

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.

Updated: 2/13/19