

CLEVELAND RAPE CRISIS CENTER
Job Description

Title: Client Access Specialist
Reports to: Manager of Client Access 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. This position is also responsible for assessing callers' needs, gathering information from callers requesting survivor services, and linking callers to the appropriate CRCC service(s) or other resources outside the center as necessary. Additional responsibilities of this position include receiving all incoming calls to the agency and transferring callers to appropriate staff, providing exceptional, trauma-informed client/ customer service to all who call or visit CRCC, providing reception coverage in the absence of a volunteer, and lending administrative support to the agency at large.

Crisis Intervention Duties and Responsibilities (25-40%):

- 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 CRCC services
- 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 others
 - Assist survivors with trauma informed crisis stabilization techniques
 - Provide support, information and referrals
- Support CRCC Volunteers
- Support survivors for Project STAR
 - Respond to emergency departments, police stations, 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 CRCC services

- Complete and submit required paperwork for programmatic, scheduling and financial purposes
- Provide timely documentation of all services provided
- Participate in regular team meetings
- Perform other administrative duties as assigned

Intake Duties and Responsibilities (Approx. 30%):

- Responsible for initial intakes and needs assessments of all primary and secondary survivors (includes other service providers) calling the agency.
- Accurately gathers necessary information about clients and documents information in Apricot electronic database.
- Refers survivors of sexual violence and their families to appropriate community agencies such as legal services; long term counseling; for medical, mental, physical, social and educational needs.
- Maintains effective communication with Therapeutic Services and Advocacy Team members for service coordination and to assure timely services for all survivors.
- Assists in administrative duties as assigned by supervisor

Client Support Duties and Responsibilities (Approx. 30%):

- Provide CRCC clients and visitors with assistance and information
- Receive all incoming calls, provide information and transfer/refer callers to appropriate staff
- Assure that all clients and visitors are greeted warmly and that they are directed to the most appropriate source in a timely manner
- Update client information, such as addresses and phone numbers, in Apricot database as needed
- Train volunteer receptionists, as needed
- Follow opening/closing procedures and on-going maintenance procedures for reception area, children's therapy room, copier and equipment rooms, staff café and all meeting spaces in the absence of a volunteer

Qualifications: Required: minimum of one-year experience in a social services position. BA in related field preferred, LSW preferred. Experience working with trauma is preferred. Knowledge of intake procedures is a plus. The ideal candidate will possess knowledge of cultural diversity and working with minorities; knowledge of community resources and social service providers. Must be able to work well with staff and to communicate effectively. Ability to handle crisis situations with a minimum of supervision. Excellent interpersonal and organizational skills required.

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

Skills and Requirements

- Must complete forty (40) hour victim advocacy service training
- Ability to remain calm, and clear-headed in stressful or unanticipated situations
- Must be accessible and reliable while on shift
- Must communicate well with diverse audiences, clients, staff, volunteers and partners both verbally and in writing
- Must be willing to travel throughout Cuyahoga, Lake and Geauga counties
- Must demonstrate sound judgment
- Must be competent in Microsoft Office
- Must be detail-oriented
- Skilled in managing and coordinating multiple tasks with complex components
- Good communication skills (written and verbal)
- Comfort with and sensitivity to needs/expectations of clients and professionals with varied ethnic, socioeconomic, and philosophical perspectives
- Knowledge of sexual assault issues and the impact on victims and families preferred
- Ability to function as team member of a unit and the agency as a whole
- Must have schedule flexibility
- Must have reliable access to transportation
- Must adhere to professional ethics and agency policy on confidentiality

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.