

CLEVELAND RAPE CRISIS CENTER
Job Description

Title: Manager of Coordinated Care

Reports To: Director of Access to Care

Position Summary:

The Manager of Coordinated Care is the key member and lead of CRCC client's multi-disciplinary care team (MDCT), which include other professionals from case management, victim services, 24-hour services, Project STAR, the clinical team and outside professionals. The manager regularly communicates with clients to ensure services are delivered in a trauma informed, most effective and comprehensive way possible, and client's barriers to receiving services are addressed. The care team members meet regularly with one another, and with the client, to monitor progress and make adjustments to the client's care plan when necessary. The manager plays an instrumental role, serving as the care team coordinator and the client's main point of contact, keeping everyone in touch, up to date and on the same page. The Manager of Coordinated Care also heads up numerous client experience improvement initiatives in close collaboration with the Chief Program Officer and CRCC Program Directors.

Principal Duties and Responsibilities:

- Create care plans for CRCC clients with multiple and complex needs, based upon assessment, with specific objectives, goals and interventions designed to meet client's needs
- Assess client's needs and barriers to engagement
- Provide client education
- Responsible for the oversight and scheduling of MDCT meetings
- Regularly communicate with clients to ensure high client satisfaction with services
- Engages key staff from all CRCC programs in the identification of barriers and barrier resolution to ensure efficient, effective and safe care coordination and discharge process
- Monitor referrals made to community-based organizations, medical care and other services to support the client's overall care plan
- Work collaboratively with other program managers on activities, including MDCT effectiveness, documentation, identification of barriers and barrier resolution impacting client engagement, client satisfaction with MDCT process
- Identify training needs for program team members regarding clients with multiple and complex needs
- Ensure process is in place to efficiently and effectively manage all clients MDCT needs and outcomes
- Timely data entry and management of data in Apricot

- Champion and lead efforts to implement best practices regarding client experience improvement initiatives
- Assist CPO in carrying out various projects that strengthen CRCC programs and client outcomes
- Directs the development and coordination of policies and procedures that are consistent with best practices in coordinated care

Additional Responsibilities:

- Attend and participate in departmental, organization-wide and other meetings.
- Act in the best interest of the organization, reflecting the values of teamwork, collaboration and mutual respect.
- Perform other duties as needed or directed.

Qualifications: BSW/MSW, or relevant degree in related field, minimum of 5 years of experience as a social service provider, LSW/LISW preferred. The ideal candidates will possess knowledge of trauma, sexual violence, mental illness, substance abuse; knowledge of cultural diversity and working with a wide variety of populations. Must have experience in project management and/or program development. High level of comfort with client data bases, data management; computer proficient. Must be able to work well with community members and staff, and to communicate effectively. Must be able to organize complex ideas and be action oriented. Ability to handle crisis situations with a minimum of supervision. Excellent interpersonal skills required.

Hours of Work: This is a full time, salary exempt position (40-hours a week).

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.