

**Cleveland Rape Crisis Center
Job Description**

Position: Director of Access to Care
Reports to: Chief Program Officer
Supervises: Manager of 24 Hour Services, Manager of Coordinated Care, Manager of Case Management, Intake Coordinator

Position Summary:

The Director of Access to Care is responsible for the management and day-to-day operation of Cleveland Rape Crisis Center's Intake, Access to Care and Case Management Departments; provides vision and leadership to ensure quality service provision and coordination of care to survivors and co-survivors of rape, sexual abuse and human trafficking. In collaboration with the CPO, the Director is responsible for the quality assurance and improvement of all programs and services; and to inform training and supervision needs of clinical staff.

Principal Duties and Responsibilities:

Program Supervision:

- Oversee the provision of effective and efficient client services to survivors and co-survivors of sexual violence in accordance with established policies and procedures
- Ensure equitable, high quality services to all persons served
- Demonstrate knowledge about rape, sexual abuse, human trafficking, mental health, substance abuse, suicidality and other related issues
- Stay relevant and informed of emerging best practices, and research/literature related to the work with trauma survivors
- Prioritize the use of best practices and evidence based practices, including researching programming trends and current practices
- Provide leadership for program growth, identifying ways to meet emerging client and community needs to keep the program relevant
- Work closely with other client serving departments to ensure seamless coordination of services
- Manage changes and updates in policies and procedure for high quality client services
- Develop and provide trainings for other client serving organizations and stakeholders
- Provide direct clinical supervision and/or delegate supervisory responsibility to other appropriate staff to ensure that all supervisory needs are met

- Participate as the agency liaison in community collaborations; meetings; maintains/builds partnerships
- 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

Staff Supervision:

- Assure that a formal orientation program is in place for all positions, that new employees complete their orientation and are able to perform the functions of their job
- Assure there is on-going training, clinical supervision and team meetings in place
- Provide regular clinical and administrative supervision to all Managers
- Provide Peers Supervision Groups to front line staff to combat Vicarious Trauma
- Responsible for performance management (including yearly performance evaluations) and disciplinary actions of all staff (under direct and indirect supervision)
- Ensure accountability to standards of equity and inclusion in supervision of staff
- Assure that policies and procedures are up-to-date and operations adhere to those policies
- Assure that programs and staff achieve set goals (SMART Goals)
- Ensure that all staff members complete records in a timely manner, enter data in Apricot and comply with CARE, ODMH and CRCCs record keeping guidelines

Quality Assurance and Improvement:

- Assure the provision of excellent client service, develop/monitor outcome measures to demonstrate that
- 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.

Evaluation:

- Report established monthly data points to the leadership team, and review team progress towards annual goals; monitor trends and make informed decisions regarding service provision
- Manage the collection of data to accurately and fully report on the activities of the program.
- Prepare written updates and progress reports as necessary (dashboard)

Development and Marketing:

- Assist with grant proposals and reports as needed
- Provide Resource Development Department with information that explains the impact of services

Additional Responsibilities:

- Promote and maintain good relationships, communication, and collaboration between departments
- Attend and participate in departmental, organization-wide and other meetings
- Active member of CRCC's Leadership Team, works closely with other Program Directors to accomplish strategic goals set forth by the Executive Team/Board of Directors; communicates organizational needs and solutions to Executive Team
- Act in the best interest of the organization, reflecting the values of teamwork, trauma informed care, collaboration and mutual respect
- Perform other duties as needed or directed by Executive Team

Qualifications:

- Experience providing supervision, management and leadership to multiple teams and team managers
- Experience and knowledge working with survivors of sexual abuse and rape (or other traumas)
- Knowledge of recovery, mental health and other co-occurring disorders
- Experience in crisis intervention and conflict resolution
- Excellent interpersonal skills and the ability to maintain a positive collaborative relationships among staff
- Ability to delegate and empower staff
- Balance ability to think strategically as well as maintain day to day team operations
- Ability to work in a fast-paced, fast- changing, dynamic environment
- A multitasking spirit to handle tough situations and stringent circumstances
- Excellent oral and written communication skills and time management skills
- Must be comfortable with texting and web chat technologies; as well as other data management systems.

Experience:

- 5+ years direct service with survivors of sexual violence or other forms of trauma required
- 7 + years of experience in a management/supervisory/leadership capacity

Education/Training:

Master's degree in Social Work or Counseling, with valid OH license (LISW-S, LPCC-S) preferred, MA in Public Health or Non-Profit Management with prior direct service experience will also be considered.

Hours: This is a full-time position (40-hours a week) requiring flexible hours of work for the purpose of meeting the need of survivor of sexual assault – some evenings and weekend hours required.

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.