

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

**Title:** Director of Clinical Services

**Reports To:** Chief Program Officer (CPO)

**Supervises:** Clinical Managers, Client Services Specialist (Downtown Office), Interns

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**Position Summary :** The Director of Clinical Services is responsible for the management and day-to-day operation of Cleveland Rape Crisis Center's Therapeutic Services Department, and provides vision and leadership to ensure quality service provision and coordination of services 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 clinical programs and services; and to inform training and supervision needs of clinical staff. The Director is also responsible for a trauma informed experience of clients and visitors in CRCC's main office by effectively supervising the downtown Client Services Specialist.

**Principal Duties and Responsibilities:**

**Program Supervision:**

- Oversee the provision of effective and efficient clinical care (individual, group therapy and adjacent treatment) 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, treatment modalities and research/literature related to the treatment of 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 to the Trauma Collaborative and other community collaborations

**Staff Supervision:**

- Responsible for hiring, orienting and managing staff to assure consistent client care
- 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 Clinical Managers, assigned clinical interns and related consultants/sub-contractors
- Provide training, administrative oversight and regular supervision to the Client Services Coordinator (downtown)
- 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 clinicians complete records in a timely manner, enter data in Apricot and comply with CARE, ODMH and CRCCs record keeping guidelines
- Provide strategic direction and guidance to staff in satellite locations to ensure clients are being reached and therapists are part of the larger CRCC team
- Review and interview applicants to select interns

**Quality Assurance and Improvement:**

- Assure the provision of excellent client service, develop/monitor outcome measures to demonstrate that
- Conduct regular record reviews and quality assurance checks

**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:**

- Serve as a representative of the Clinical Department to the external community and effectively represent the program to the public and stake holders
- 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 clinical supervision and ability to supervise per OCSWMFT Board
- Experience and knowledge in working with survivors of sexual abuse and rape
- Knowledge of recovery, mental health (including diagnosing) and other co-occurring disorders
- Experience in working with addictions
- Experience in crisis intervention and conflict resolution skills
- 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
- Experience working with various funding streams such as Medicaid other third party sources
- Management/Leadership experience
- 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

**Experience:**

- 5+ years direct clinical service with survivors of sexual violence required
- 7 + years of experience providing clinical supervision; staff management and team leadership

Must have experience managing programs, knowledge of CARF standards preferred

**Education/Training:**

Master's degree in Social Work or Counseling, with valid OH license (LISW-S, LPCC-S).

**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.