

Cleveland Rape Crisis Center

Position: Keys for Deaf Access Manager

Reports to: Director of Outreach and Community Partnerships

Position Summary: The Keys Manager works with the Director of Outreach and Community Partnerships and other CRCC staff members to develop, implement and supervise a comprehensive plan to engage and support deaf and hard of hearing survivors of rape, sexual abuse and other forms of interpersonal violence. The manager is responsible for convening the Key's for Deaf Access Taskforce, and works closely with its members to assure the provision of trauma informed support and advocacy services to survivors who are deaf and hard of hearing, across systems. The Manager seeks culturally informed community driven solutions from survivors and their supporters. Must be fluent in American Sign Language (ASL) and well versed in Deaf Culture.

Principal Duties and Responsibilities:

- Provide training, technical assistance (including using evidence-based indicators to assess the risk of interpersonal violence) and prevention of interpersonal violence and sexual assault against individuals who are deaf or hard of hearing.
- Conduct cross-training for victim service organizations, governmental agencies, courts, law enforcement, and nonprofit, nongovernmental organizations serving individuals with disabilities and deaf individuals.
- Provide technical assistance to assist with modifications to existing policies, protocols, and procedures to ensure equal access to the services, programs, and activities of victim service providers for individuals with disabilities and deaf individuals.
- Provide direct advocacy, crisis intervention, risk reduction to individuals with hearing loss or deafness and their supporters.
- Conduct outreach activities to ensure that individuals who are deaf or hard of hearing and are victims of sexual assault and other forms of interpersonal violence receive appropriate assistance.
- Develop model programs providing advocacy and intervention services within organizations serving individuals with disabilities and deaf individuals who are victims of sexual assault, or other forms of interpersonal violence.
- Coordinate activities; manage program planning, development, and implementation with partner agencies.
- Conduct needs assessments, gain community input, and develop a program strategic plan.
- Develop program policies, procedures, service goals and action plans.
- Investigate the needs, strengths and gaps for sub-sets of people with hearing loss or deafness, e.g. teenagers, men, etc. Develop interventions to meet their unique needs.
- Gather community voices to meet the needs of these populations.

- Obtain on-going feedback from survivors and families served to ensure continuous program improvement.
- Develop program specific social marketing strategies.
- Convening and manage the Key's for Deaf Access Taskforce.
- Convene a consortium of stakeholders as a Steering Committee/Advisory Board.
- Serve as a liaison and advocate in the community to drive clients to CRCC services.
- Oversee program evaluation, quality assurance, and quality improvement processes.
- Prepare progress reports as requested.
- Increase number of deaf and hard of hearing clients utilizing CRCC's services and those of other victim service organizations.
- Perform other duties as assigned.

Qualifications: Bachelor's Degree with 3 years of experience in a related field required. Must be fluent in ASL and well versed in Deaf Culture. Must have ability to build relationships, collaborate internally and externally, evaluate and develop program. Must be able to communicate effectively with diverse audiences, staff, volunteers and partners both verbally and in writing. Public health and/or community-based program development preferred. Valid OH driver's license required.

Hours of Work: 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. This position requires travel within the community.

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 10/21/2019