

**Cleveland Rape Crisis Center
Job Description**

Position: Victim Services Coordinator
Reports to: Director of Anti Human Trafficking

Position Summary: The Victim Services Coordinator is charged with leading various projects to enhance the overall work of the Victim Services Team and improve the quality of services for clients, while also carrying a case load. The Victim Services Coordinator shares minimal management responsibilities delegated by the Director of Anti Trafficking to ensure that team members have adequate supervision and administrative/programmatic support to be effective in their role. The Victim Services Coordinator will provide trauma informed crisis and ongoing support and advocacy to survivors as they navigate the criminal justice system. This position will be an active member of the Cuyahoga County Sexual Assault Response Team (SART), Human Trafficking Taskforce and assist with providing training for law enforcement, prosecutors, judges, and other community professionals.

Principal Duties and Responsibilities:

COORDINATION:

- Lead various projects to enhance our partnership with Cleveland Division of Police.
- Coordinate and facilitate on-going training for Cleveland Division of Police to include roll call, in-service and police academy.
- Work closely with Director of Anti Human Trafficking and the Director of Victim Services to make sure that the scope and direction of each project meets the goals and objectives of the department, as well as those of the agency's strategic plan
- Provide regular updates on project status and outcomes that can be shared with CAO.
- Network closely with other agency staff for the purpose of client services coordination and development of efficient/effective referral procedures to meet client's various needs
- Assist with assigning cases to Victim Specialists and assure follow up
- Provide administrative and programmatic assistance to team
- Assist with trainings for community members and other professionals

DIRECT SERVICE:

- Apply knowledge of best practices in the victim advocacy field and trauma informed care principles to working with victims of sexual violence and human trafficking
- Provide victim assistance in the medical and judicial systems to survivors and co-survivors

- Maintain 25-30% productivity
- Accompany clients to police interviews, grand jury, meetings with prosecutors, and court proceedings
- Provide linkage and referral services to clients
- Utilize case management features in Apricot to provide regular and timely follow up to clients
- Prepare and file Victims of Crime Compensation applications with clients
- Maintain timely and accurate victim assistance and training statistics in Apricot
- Attend BASICS Academy through the Ohio Attorney General's Office
- Facilitate psychoeducational Groups for clients as needed
- Participate in on-going supervision
- Attend Professional Development opportunities, as scheduled clinical supervision.

ADDITIONAL RESPONSIBILITIES:

- Attend and participate in departmental, organization-wide and other meeting
- 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: Bachelor's degree with Two (2) years of full-time (or the equivalent of full-time) experience providing direct services to the community in a criminal justice or human services program AND one (1) year of experience in a public safety, health, social services or community-based program required. Victim Advocacy experience is a MUST; demonstrated experience in project management and coordination; demonstrated fairness and sound judgment; demonstrated ability to manage and prioritize multiple and simultaneous requests for services; ability to assess client needs and demonstrated ability to identify appropriate initial response plans; to remain calm and reassuring in crisis situations and to intervene appropriately; Must have ability to build relationships, collaborate internally and externally, and communicate effectively with diverse audiences, staff, volunteers and partners both verbally and in writing; able to assess the needs of clients under emotional stress and refer to appropriate resource, handle graphic accounts of crimes, interact effectively with emotionally upset survivors; Maintain confidentiality of information; Must be able to travel in North East Ohio and have valid driver's license.

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.

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.