

Cleveland Rape Crisis Center

Job Description

Position: Manager of Education and Outreach

Reports to: Director of Education and Outreach

Position Summary: The Manager of Education and Outreach works with the Director of Education and Outreach to develop, implement and evaluate comprehensive programs to engage survivors of sexual violence in culturally responsive services across the agency's four county service area (Cuyahoga, Lake, Geauga and Ashtabula). The Manager is responsible for the growth and maintenance of key community relationships across provider continuums of care in these four counties. The Manager ensures that outreach programs and services are trauma informed and focused on community driven content and solutions from survivors and their supporters. Specific emphasis is placed on engaging historically underserved communities including but not limited to, LGBTQ+, African American and Latinx.

Principal Duties and Responsibilities:

Staff Management:

- Provide administrative and content related supervision to Education and Outreach Specialists. This includes the establishment and monitoring of performance objectives, performance appraisals and disciplinary actions, in conjunction with Program Director.
- Assure provision of high quality outreach programs through training, onboarding and ongoing evaluation of individual contributor's delivery of service.
- Maintain accurate records of program service delivery and staff documentation in compliance with CRCC guidelines.
- Ensure timely and accurate entry of data into key systems including Apricot.
- Conduct regular team meetings and individual supervision.

Program and Administrative Duties:

- Coordinate with Education and Outreach Management Team to triage program requests and workload assignment across team, with program capacity in-mind.
- Supervise staff relationship management across four county service area and coach staff in relationship development strategies.
- Deliver outreach programs across a variety of locations and audiences.
- Maintain 20-25% productivity.
- Develop, implement, evaluate and improve culturally responsive program content.
- Facilitate community outreach activities including but not limited to forums, rallies, community events, film screenings and other events that raise awareness of sexual violence and promote prevention.
- Work with Director of Education and Outreach to develop strategic outreach plan annually as well as implement and evaluate impact.

- Identify, manage and maintain key relationships across continuum of care in service area communities.
- Manages inventory of program supplies, initiate reordering process in collaboration with supervisor.
- Serve on community-based committees to represent CRCC.
- Manage the timely entry, analysis and communication of key metrics regarding program delivery.
- Deliver training programs and utilize other CRCC staff and outside trainers as needed.
- Attend and participate in team, organization-wide and other meetings as needed.
- Performs other duties as assigned.

Qualifications: Required—Bachelor’s degree with Two (2) years of full-time (or the equivalent of full-time) experience providing programming and services to underserved communities. One (1) year of experience in a health, social services or community-based program with responsibility for supervision of staff. Demonstrated ability to manage and prioritize multiple and simultaneous requests for services; to remain calm and reassuring in crisis situations and to intervene appropriately. Must have ability to build relationships, collaborate internally and externally, evaluate and develop programs, and communicate effectively with diverse audiences both verbally and in writing. Must be willing to build community relationships with stakeholders across Cuyahoga, Lake, Geauga and Ashtabula County communities with focus on those communities historically underserved. Exemplary public speaking skills preferred. 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 per work week). Flexible scheduling required, weekend and evening hours are regularly required, on an as-needed basis. Position requires significant travel within CRCC’s service area. This is a salary exempt position.

Salary: Commensurate with experience. Excellent benefits and work environment.

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: 1/26/20