

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

**Title:** Client Access Coordinator

**Reports To:** Manager of 24/7

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**Position Summary:**

The Client Access Coordinator is responsible for providing and coordinating CRCC's 24-Hour Support Services including survivor care in Hospitals and Police Stations, Phone and Text/Chat Hotline coverage to ensure all survivors and co-survivors of sexual abuse, rape and human trafficking in Northeast Ohio have immediate 24/7 access to support, education, crisis stabilization and follow up services. The Coordinator acts as a shift leader to assure all callers' needs are adequately assessed, and timely access to care and linkage is provided. Additional responsibilities of this position include receiving incoming calls to the agency and transferring callers to appropriate staff, providing exceptional, trauma-informed client/ customer service to all callers/clients and assuring that all CAS's provide high quality services.

- Acts as a shift leader during assigned shifts to assure all phone lines, text, chat are answered in real time as much as possible and F2F requests are responded to immediately
- Provides Quality Assurance of calls, text and chats- gives feedback, education and corrective actions
- Assists CAS team to meet their Quality Assurance goals and all interactions with clients receive ratings of satisfying or higher
- Provides education and necessary updates to team
- Is familiar with enrollment and data entry policies, procedures and can fill in for the Intake Coordinator in her/his absence
- Lead various projects to enhance services to clients such as ensuring updated referral information, observing and addressing trends, best practices in the access to care field; team has adequate resources to perform their jobs
- Work closely with program managers and directors to make sure that the scope and direction of each project meets the goals and objectives, as well as those of the agency strategic plan
- Provide regular updates on project status and outcomes that can be shared with CPO
- 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
- Assists with other duties as assigned

**Client Service Responsibilities:**

- Provide timely response (within 30 min) to survivors in need of an in person advocate in hospitals, police stations and other locations

- Respond to emergency departments, police stations, social service organizations and other safe places in Cuyahoga, Lake and Geauga counties to provide survivors and their friends and family members with information, support, resources and crisis stabilization
- Facilitate communication with law enforcement, medical professionals and others on behalf of the survivor
- Link survivors and co-survivors to CRCC services
- Support survivors and co-survivors on Phone and Text/Chat Hotline
- Communicate with survivors of sexual assault, their friends and family members, area professionals, law enforcement, social workers and others
- Assist survivors with trauma informed crisis stabilization techniques
- Provide support, information and referrals
- Support survivors of Human Trafficking
- Respond to emergency departments, police stations, or other approved locations to provide crisis intervention, support, education, and advocacy to survivors and co- survivors
- Facilitate interactions between survivors and medical staff, law enforcement and victim services personnel, and/or secondary survivors.
- Link survivors and co-survivors to CRCC services
- Complete and submit required paperwork for programmatic, scheduling and financial purposes
- Provide timely documentation of all services provided
- Participate in regular team meetings and supervision with supervision
- Responsible for initial enrollments and needs assessments of all primary and secondary survivors (includes other service providers) calling the agency.
- Accurately gathers necessary information about clients and documents information in Apricot electronic database.
- Refers survivors of sexual violence and their families to appropriate community agencies such as legal services; long term counseling; for medical, mental, physical, social and educational needs.
- Maintains effective communication with Therapeutic Services, Case Management and Advocacy Team members for service coordination and to assure timely services for all survivors.
- Assists with other duties as assigned

**Qualifications:** Minimum of two-year experience in a social services position required. BA in related field preferred, LSW preferred. Experience working with trauma is preferred. Knowledge of intake procedures is a plus. The ideal candidate will possess knowledge of cultural diversity and working with minorities; knowledge of community resources and social service providers. Must be able to work well with staff and to communicate effectively. Ability to handle crisis situations with a minimum of supervision. Excellent interpersonal and organizational skills required.

**Skills and Requirements:**

- Ability to remain calm, and clear-headed in stressful or unanticipated situations
- Must communicate well with diverse audiences, clients, staff, volunteers and partners both verbally and in writing
- Must be willing to travel throughout Cuyahoga, Lake and Geauga counties

- Must be competent in Microsoft Office
- Must be detail-oriented
- Skilled in managing and coordinating multiple tasks with complex components
- Good communication skills (written and verbal)
- Comfort with and sensitivity to needs/expectations of clients and professionals with varied ethnic, socioeconomic, and philosophical perspectives
- Knowledge of sexual assault issues and the impact on victims and families preferred
- Ability to function as team member of a unit and the agency as a whole
- Must have schedule flexibility
- Must have reliable access to transportation
- Must adhere to professional ethics and agency policy on confidentiality

**Hours:** This is a full-time (40 hours a week), non-exempt position. Flexibility in scheduling is necessary and evening, nights, weekend, and holiday hours are required. Must have valid Ohio driver's license and reliable transportation.

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.