

Cleveland Rape Crisis Center Job Description

Position: Director of Access to Care
Reports to: Chief Program Officer

Position Summary:

The Director of Access to Care is responsible for the management and day-to-day operations of Cleveland Rape Crisis Center's 24/7 Crisis Services, Case Management, and Access to Care; provides vision and leadership to ensure service provision and coordination of care to survivors and co-survivors of rape, sexual abuse and human trafficking.

Principal Duties:

- Responsible for hiring, training, supervision and performance management of Manager of Access to Care and Manager of Case Management.
- Assure that a formal orientation program is in place for all positions and that new employees complete their orientation and are able to perform the functions of their job.
- Assure there is on-going training, supervision, and team meetings in place for staff.
- Responsible for the advancement of quality improvement systems and the fidelity of services.
- Provide leadership for program growth, identifying ways to meet emerging client and community needs.
- Effectively represent CRCC in the community while building and maintaining key stakeholder relationships
- Periodic on-call responsibilities as needed.
- Work collaboratively with other program Directors on projects, including (Multi-Disciplinary Care Team (MDCT) effectiveness, documentation, identification of barriers and barrier resolution impacting client engagement, client satisfaction with MDCT process
- Maintain and analyze statistics for grant reporting and program efficiency.
- Continuously analyze internal barriers that might impact survivors accessing and staying engaged in services.
- Assure that the services policies and procedures are up-to-date and operations adhere to those policies.
- Other duties as assigned.

Qualifications: Bachelor's degree with five years of experience in a related field such advocacy, mental health, crisis intervention, or case management is required.

Supervisory experience is a MUST; demonstrated fairness and sound judgment, demonstrated ability to manage and prioritize multiple and simultaneous requests for services; demonstrated screening and assessment skills; ability to identify appropriate initial response plans; to remain calm and reassuring in crisis situations and to intervene appropriately; to communicate effectively both verbally and in writing; to demonstrate experience in working with diverse populations.

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. Occasional on-call responsibilities.

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.