

## Cleveland Rape Crisis Center

**Position: Client Engagement Specialist**

**Reports to: Manager of Advocacy**

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### **Position Summary:**

The Client Engagement Specialist (CES) is responsible for providing ongoing trauma-informed support and client engagement services to the guests of the Human Trafficking Drop-In Center. The Client Engagement Specialist position provides a broad range of services as the guests visit and engage in programming.

### **Principal Duties and Responsibilities: Client Engagement Specialist**

- Assures that all guests and visitors to the Human Trafficking Drop-In Center are greeted warmly.
- Assists guests in a trauma-informed manner, provide information, crisis support, and/or enrollment if desired.
- Creates and maintains new and returning guest's client records.
- Assists guests with daily living skills, including laundry, budgeting, locating safe and affordable housing, referrals to community linkages, applying for federal food assistance or medical assistance, and workforce development.
- Facilitates psychoeducation groups for guests.
- Attends all staff and required professional development opportunities, including scheduled supervision.
- Follows opening/closing procedures at the Drop-In Center.
- Assists with ensuring that the drop-in center is presentable for guests.

### **Qualifications: Client Engagement Specialist**

An associate's degree with two years of experience in a related field providing direct services to the community in a human services program. Or three years of experience in a related field. Must have the ability to build relationships, collaborate internally and externally, communicate effectively with diverse audiences, staff, volunteers, and partners both verbally and in writing; able to assess the needs of clients under emotional stress, refer to appropriate resources, handle graphic accounts of crimes, and maintain the confidentiality of information.

### **Hours of Work and Location: Client Engagement Specialist**

This position is located at Human Trafficking Drop-in Center. It is a full-time position (40-hours a week) requiring flexible hours, 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.