

## **Cleveland Rape Crisis Center Job Description**

**Position:** Human Trafficking Program and Housing Coordinator

**Reports to** Director of Anti-Human Trafficking

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**Position Summary:** The Human Trafficking Program and Housing Coordinator (Coordinator) is charged with leading various projects to enhance the overall work at the Human Trafficking Drop-In Center and improve the quality of services for Human Trafficking survivors. The Coordinator ensures that team members have administrative/programmatic support to be effective in their role. The Coordinator will provide trauma-informed crisis support. This position will be an active member of the Human Trafficking Multidisciplinary team.

The Coordinator will provide appropriate and compassionate care in a safe, clean, and welcoming environment. This position will coordinate all housing needs for any guest at the Human Trafficking Drop- In Center. The Coordinator will also be the liaison between guests and their case management team, and collaborate with other departments in the agency to ensure sustainability and safety in client recovery.

### **Principal Duties and Responsibilities:**

- Lead various projects to enhance the work at the Human Trafficking Drop-In Center.
- Provide support and technical assistance to the Human Trafficking team.
- Coordinates transportation for psychoeducational workshops held at Human Trafficking Drop- In Center.
- Communication liaison between advocates, case management, therapeutic services, and community partners.
- Ensure that case management services and appropriate referrals (shelter, food, ID, birth certificate, etc.) are provided to all guests at Human Trafficking Drop- In Center.
- Will maintain the confidentiality of the clients at all times.
- Assisting clients with applying for, locating, and obtaining safe housing for both short-term and long-term needs.
- Knowledge of federal, state, and local housing laws.
- Assist guests in advocating for safe and fair housing and provide education on tenant and landlord rights, fair housing laws, and reporting procedures.
- Assist guests with housing applications.
- Develop relationships with landlords, Metropolitan Housing Authorities, and other community stakeholders that will improve access and sustainability of safe housing for survivors.
- Network closely with other agency staff for service coordination and development of efficient and effective referral procedures to meet client's various needs.
- Participate in ongoing Supervision and Professional Development opportunities.
- Attend and participate in departmental, organization-wide, and other meetings.
- Perform other duties as needed or directed.

**Qualifications:**

- Bachelor's degree, two (2) years of full-time (or the equivalent of full-time) experience providing housing and case management services to the community in a criminal justice, human services or community-based program.
- Ability to demonstrate experience in project management and coordination; demonstrate fairness and sound judgment; demonstrate ability to adequately engage with guests, while prioritizing multiple and simultaneous requests for services.
- Ability to assess client needs and demonstrate ability to identify appropriate initial response plans; to remain calm and reassuring in crises and to intervene appropriately.
- Must have ability to build relationships, collaborate internally and externally, and demonstrated knowledge of cultural diversity and working with a wide variety of populations, staff, volunteers and partners both verbally and in writing; able to assess the needs of clients under emotional stress and refer to the 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 a valid driver's license. Must have reliable transportation.

**Hours of Work:** The Coordinator role is a full-time position (40-hours a week) requiring flexible hours of work to meet the need of survivors of human trafficking. Evenings and weekend hours are required. This position is located at the Human Trafficking Drop-In Center. Hours preferred 10 am – 6 pm.

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.

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