

Cleveland Rape Crisis Center
Job Description

Position: Manager of Access to Care

Reports to: Director of Access to Care

Position Summary:

The Manager of Access to Care co-manages the day-to-day operation of Cleveland Rape Crisis Center's 24-hour services to ensure all survivors and co-survivors of sexual abuse, rape and human trafficking in Northeast Ohio have immediate, 24/7 access to trauma informed support, education, crisis stabilization, and follow up services. This position leads a team of Access Specialists and Coordinators providing 24-hour survivor support services on the crisis hotline, chat, and text line, as well as in-person care in hospitals and police stations. This position is also responsible for leading staff professional development efforts through training, supervision, and quality assurance.

Principal Duties and Responsibilities:

- Responsible for hiring, training, supervision and performance management of Client Access Specialists and Client Access Coordinators
- Ensure 24/7 coverage on the crisis hotline, chat, and text line
- Increase client access to services through the coordination of transportation or language access, if needed
- Serve as a member of CRCC's multi-disciplinary care team
- Engage in routine quality assurance reviews of services provided
- Co-facilitate regular monthly team meetings
- Establish and monitor performance objectives; complete timely performance evaluations
- Ensure that programs and staff achieve set goals
- Hold staff accountable for adhering to CRCC's policies and procedures
- Monitor documentation to ensure integrity in service delivery
- Ensure service coordination through timely and effective communication with team members
- Identify and promptly respond to staff debrief needs to mitigate the impact of vicarious trauma
- Serve in a weekly supervisor on-call rotation for after-hours team support
- Support the Director of Access to Care in data analysis and program development
- Provide direct service as needed
- Perform other duties as assigned

Qualifications:

Bachelor's degree or 5 years of experience in a related field such as advocacy, mental health, and/or crisis intervention. Supervisory experience is a MUST; experience in program development is strongly preferred. The ideal candidate will possess a demonstrated knowledge of trauma, sexual violence, mental illness, and substance abuse; demonstrated knowledge of cultural diversity and working with a wide variety of populations; ability to manage and prioritize multiple and simultaneous requests for services; possess a high level of comfort with client databases and overall data management. Must be able to work collaboratively with community members and staff, communicate effectively, organize complex ideas, be action-oriented, and demonstrate a strong commitment to provide expert-level care to individuals seeking services.

Hours of Work: This is a full-time position (40-hours a week) requiring flexible hours of work for the purpose of meeting the needs of survivors of sexual assault – evening 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.