

CLEVELAND RAPE CRISIS CENTER
Job Description

Title: Client Access Specialist – Full Time
Reports to: Manager of Access to Care

Position Summary:

This position is responsible for providing 24-hour survivor support services on CRCC's crisis hotline, chat, and text line, as well as in-person care in hospitals and police stations. Client Access Specialists 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 is also responsible for completing initial intake, scheduling, and offering resources relevant to individual need.

Principal Duties and Responsibilities:

- Offer confidential, trauma informed services to all survivors and co-survivors contacting the crisis hotline, chat, or text
- Respond in-person to emergency departments, police stations, social service organizations and other safe places in Cuyahoga, Lake, Ashtabula and Geauga counties
- Demonstrate expert-level listening and communication skills to cultivate a safe physical and emotional environment for individuals seeking services
- Maintain accurate and up-to-date knowledge of all services and resources, both within and outside of CRCC
- Facilitate communication with law enforcement, medical professionals and others on behalf of the survivor
- Complete initial intakes for individuals seeking CRCC advocacy, trauma therapy, or case management services
- Increase access to services through the coordination of transportation or language access, if needed
- Submit complete and accurate documentation of all services provided
- Ensure service coordination through timely and effective communication with team members
- Participate in regular monthly team meetings on alternate Monday evenings and Saturday afternoons
- Perform other duties as assigned

Qualifications: Associate's degree with two years of experience in a related field providing direct services to the community in a human services program, or five years' work experience in a related field required. Must have the ability to build relationships, collaborate internally and externally, and communicate effectively with diverse audiences both verbally and in writing. Must be able to quickly and effectively assess the needs of clients under emotional stress with minimal supervision. Excellent interpersonal and organizational skills required.

Hours of Work: This position is full-time (40 hours a week), and is a 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.