**Cleveland Rape Crisis Center**

**Client Services Specialist Volunteer-Ashtabula/Mentor**

Cleveland Rape Crisis Center (CRCC)values the contribution that volunteers make to support the organization’s mission and activities throughout the period of their involvement.

**Volunteer Task Summary**

The Client Services Specialist volunteer is responsible for providing outstanding, trauma-informed care to survivors and guests visiting CRCC office in the Ashtabula and Mentor locations. This position supports day-to-day operations by providing reception coverage and general administrative support to all CRCC programs and staff. Client Services positions perform work of a specialized, *confidential* nature on matters that impact clients, staff, and contract compliance. Responsibilities include:

* Welcome and greet all survivors and guests upon entry and receive all incoming calls.
* Promptly and effectively triage survivors seeking services, provide information, and connect them to the most appropriate provider, schedule appointments and assist with intakes.
* Provide administrative support to CRCC programs and staff.
* Enter complete and accurate client information and service documentation into CRCC’s data base.
* Ensure service coordination through timely and effective communication with team members.
* Adhere to opening/closing procedures and safety procedures; coordinate ongoing maintenance for all areas of the office.
* Receive all incoming and outgoing mail and deliveries.
* Frequently review and replenish lobby resources, including direct service forms and client assessment packets.

**EDUCATION, EXPERIENCE, LICENSES**

* High School Diploma
* 1 year of experience working related work with survivors of trauma
* 1 year of experience working in customer service
* Valid driver’s license and reliable transportation

**Schedule/Location**

This Volunteer Opportunity will be as needed and will not have a set schedule. In some occasions you will have advance notice. In other occasions you will be offered a shift the same day. Hours vary and will fall between the operating hours below:

Monday: 9:00am-5:00pm

Tuesday: 11:00am-7:00pm

Wednesday: 9:00am-5:00pm

Thursday: 11:00am-7:00pm

Friday: 8:00am-4:00pm

You will be working mainly out of our two locations located in Ashtabula and Mentor.