



Asian Services In Action, Inc. (ASIA) is the largest comprehensive health and social services organization for the Asian American, Pacific Islander (AAPI), immigrant, and refugee communities in the Northeast Ohio. The organization also serves as the leading advocacy voice for Ohio's AAPIs, working in partnership with other Ohio AAPI ethnic, voluntary, and social organizations.

ASIA was founded in 1995 by four Asian immigrant women who saw a need to improve the quality of life for Asians in Northeast Ohio. Their first project was a one-day health and wellness event that reached 60 members from the AAPI community. Today, the organization has an operating budget of \$5.6M with over 100 part-time and full-time staff. Overall, ASIA, Inc. is comprised of:

- **Two main social services offices** (Cleveland and Akron) providing a broad range of programs for youth, adults, and older adults:
 - Kindergarten readiness
 - Youth mentoring and tutoring
 - Domestic violence, sexual assault, human trafficking victim assistance
 - Immigration/family legal services
 - Senior congregate meal and socialization
 - Job skills training and employment assistance services
 - Citizenship classes and legal services
 - HAPI Fresh (organic farm and farmers' market providing workforce training for New Americans)
 - Basics needs--housing counseling, food pantry, public benefits access assistance
 - ACE Network (statewide voter registration and civic engagement project)
 - Interpreting and translation services including a Medical Interpreting Program Certificate program
 - Community health initiatives, evaluation, and research

- **International Community Health Center (ICHC)**, a Federally Qualified Health Center (FQHC) providing pediatric to geriatric primary health care in three sites in Akron (2) and Cleveland (1)

- **Apex for Financial Economic Opportunities (AFE0)** which provides small business lending to low- to-moderate income individuals who want to start businesses

Annually, ASIA serves over 58,000 individuals, in 55+ languages and dialects, with services that are linguistically and culturally relevant.

ASIA's vision is for AAPI individuals, families, and communities to progress further along the path toward self-sufficiency; be deeply engaged in civic life; have equal access to opportunity; be well understood through the vast availability of community data and information; and achieve optimal health and well-being. ASIA also works with institutions, systems, and organizations to increase their awareness of AAPIs and other vulnerable communities, leading to improved policies and practices.



CHIEF EXECUTIVE OFFICER (CEO)

Position Title: Chief Executive Officer
Reports to: Board President (on behalf of Board of Directors)
FLSA Status: Exempt
Location: Cleveland/Akron, OH

POSITION DESCRIPTION

The Chief Executive Officer provides overall vision and direction for the organization. The CEO upholds a critical role as a leader in the community and responsible for:

- Guiding strategic planning
- Managing board relations
- Directing administrative activities (human resources, facilities, risk management, etc.)
- Supervising the leadership team
- Guiding and supporting program managers in program development and implementation
- Budgeting
- Fundraising and development
- Representing the organization as a key spokesperson

The CEO is also responsible for formulating policy positions and providing local-, state-, and national-level representation on public policy issues that impact AAPIs, immigrants, refugees, and other vulnerable communities.

The CEO will be developing authentic and meaningful collaborations (i.e. technical assistance and other strategic support) with AAPI ethnic, voluntary, and social organizations, and serve as a bridge between these groups to other organizations, institutions, funders, and policymakers to transform the lives of Ohio's AAPI, immigrant, and refugee communities.

DUTIES AND RESPONSIBILITIES

- Work closely with internal stakeholders--board, leadership team, volunteers, and others--to formulate a shared strategic plan, and to implement, monitor, and adopt accordingly
- Nurture and support a high-functioning Board of Directors that is focused on governance and fiduciary oversight, and foster a board that has an open and transparent relationship with the leadership team
- Lead, mentor, develop and retain a high-performing leadership team and staff to strengthen the organization's core operational areas: human resources, facilities, risk management; this includes guiding the development and execution of new policies and procedures, securing additional resources, and leading change management
- Oversee program development and implementation that is consistent with the organization's values and strategic direction, and ensure continuous quality improvement to meet the needs of clients, patients, and partners
- Develop budgets with leadership team and board based on strategic direction, monitor

budgets with appropriate controls, implement or change policies to support appropriate controls, oversee successful external audits, and regularly report information to the Board of Directors

- Lead fundraising efforts by identifying and cultivating relationships with donors and funders, and develop collaborations with other organizations to maximize chances to secure resources and other support
- Guide external communication and other related activities to promote the organization's reputation and brand; represent the organization for media inquiry (i.e. radio interview, Op Ed, etc.) and to convey a message that is consistent with the organization's mission and values
- Engage with community, community leaders, local, state, and national organizations and policy think tanks to formulate policy positions to support issues important to AAPIs, immigrants, refugees, and other vulnerable populations (low-income, people of color, LGBT, etc.), and mobilize the organization's internal/external stakeholders to advance those policy positions; this includes resource and information sharing, capacity building, and technical assistance support
- Perform other related duties as required

SKILLS/QUALIFICATIONS

REQUIRED

- Bachelor's degree with ten years of work experience required. Advanced degree such as an MBA, MPA, MSW or in another related area strongly preferred.
- At least five years of senior management experience in a complex multi-service health and/or social service organization.
- Experience working in the nonprofit sector and interacting with leadership teams and diverse boards. Alternatively, extensive senior strategic leadership experience in the management of organizations of comparable size and mission.
- Strong knowledge and experience working with the AAPI, immigrant, and refugee communities, and the issues and challenges facing AAPIs
- Track record in successful fund development including experience with donor, funder, and partner relations
- Experience with program management and development
- Strong knowledge of human resources, facilities management, and risk management
- Extensive financial management that includes budgeting, grants/contracts monitoring, and federal audit/compliance

STRONGLY PREFERRED

- In-depth and personal experience in Asian American culture or heritage
- Management experience with health center operations (e.g. free clinic, community clinic, etc.)
- Experience working in a Federally Qualified Health Center (FQHC)
- Strong knowledge in advocating for a cause, policy-setting, engaging policy-makers, and mobilizing communities to advance public policy issues
- Demonstrate ability to build collaborations and partnerships in diverse communities along with experience in capacity-building and delivering technical assistance

STATUS

The position is a salaried exempt full-time position. Requires relocation to Northeast Ohio (Cleveland/Akron area) with regular travel to and from Cleveland and Akron. Occasional out-of-state travel is also required. Must pass criminal background check and have a valid state driver's license. Must legally be able to work in the United States.

BENEFITS

ASIA offers a competitive benefits package that includes personal, vacation, and holiday paid time off; health insurance stipend; dental/vision coverage, life and long-term insurance; retirement contribution match; professional development opportunities; and other benefits.

CONTACT

Please send cover letter and resume to CEOsearch@asiaohio.org. No phone calls please. The priority deadline for applicants is January 25, 2019. For more information about ASIA, visit www.asiaohio.org.

Asian Services In Action, Inc. promotes equal employment opportunities for all applicants and employees. ASIA will not discriminate against any applicant for employment based on race, color, religion, sex, national origin, veteran status, age, sexual orientation, marital status, or the presence of any sensory, mental or physical disability in any employment practice, unless based on a bona fide occupational qualification. Women, people of color, and people with disabilities are encouraged to apply.