



Position Available: **Peer Support Coordinator**
(40 hours per week)
Location: **Akron, Ohio**
Pay Rate: **Based on qualifications**

Asian Services In Action (ASIA) is a growing non-profit multi-services agency with two sites (Akron and Cleveland) serving predominantly low-income, underserved, limited English-speaking Asian American and Pacific Islander (AAPI) immigrant and refugee populations of all ages. Our mission is to empower AAPIs in Northeast Ohio to enhance their well-being, build their communities and to improve their self-sufficiency through culturally and linguistically relevant information and services.

ASIA, Inc. has an opening for a Peer Support Coordinator in the Akron office. Duties and responsibilities are listed below:

DUTIES AND RESPONSIBILITIES

Position Description: Under the supervision of the Program Specialist of Sustainability Services Department, the Program Coordinator will provide direct services in the form of Mentoring.

Monitoring that will serve as ancillary supports to clients. The purpose of this position is to achieve positive client support outcomes to move toward self-advocacy in the attainment of their own, culturally specific life goals. Program Coordinator will work with the team to provide services to individuals who needs access to community-based supports, skills training, employment, and resources and follow up clients' cases. The basic responsibilities of the Program Coordinator include the following:

- Coordinate and develop educational and vocational opportunities for Limited English Proficiency adults
- Develop and maintain relationships with partners across educational, workforce and business sectors to create linkages and identify resources for clients.
- Work with Program Specialist to monitor contractual, program and continuous improvement goals, and promote services.
- Ensures case management services are provided to clients enrolled in the Workforce Development program; includes addressing legal, educational, or health barriers.
- Works with clients and staff to develop a specific goal.
- Assesses clients' need for supportive services and initiates appropriate supportive services.
- Ensures a detailed case file is maintained on each client and assures that all case files include a skill set assessment.
- Maintains primary responsibility for the tracking of the client's progress through his or her particular program and documents such progress in the case note section of the client case file and/or on various workforce forms in the client file.
- Performs necessary tasks to achieve Workforce Program goals and compile data for reporting.
- Meets with referred clients to assess employment skills and goals and refer to job openings.
- Works to place clients who have completed a retraining/vocational education program, as needed.
- Collaborate with ASIA programs to implement financial capability capacity building with an emphasis on increasing financial capability, adult literacy, housing education and employment or others programs
- Collect all program data and track client performance



- Coordinate services and referrals with external partners to ensure clients' needs are met
- Clearly document referrals and client case notes at the end of each week
- Train and supervise volunteers and staff to support programming
- Other tasks as assigned by supervisor
- Willingness to work flexible hours including evenings and weekends
- Demonstrated ability to lead collaborative efforts
- Ability to follow through, multitask, set priorities, and meet deadlines
- Ability to act quickly, calmly, and thoughtfully in a crisis situation
- Ability to drive a 15-passenger van

QUALIFICATIONS

- Two-year degree or a related field or a minimum of three years extensive experience in related field.
- At least three years' experience working with low-income or at-risk populations preferred
Experience supporting individuals in attaining employment and financial goal
- Ability to collaborate and communicate effectively across departments and organizations
- Bilingual preferred
- Interest in working on behalf of Asian Pacific Americans a plus
- Excellent communications skills – written and oral
- Proficiency in computer skills and in Microsoft Word, Publisher, and Excel
- Strong interpersonal, communication, and organizational skills
- Creative problem solving
- Works well as part of a team
- Active spiritual grounding and appreciation of all beliefs and backgrounds
- Commitment to compassion and accountability

GENERAL INFORMATION

Interested candidate, please email cover letter and resume to Susan Wong , Chief Program Officer
susan.wong@asiaohio.org. NO CALLS PLEASE.

Asian Services In Action, Inc. promotes equal employment opportunities for all applicants and employees. ASIA will not discriminate against any applicant for employment on the basis of 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, minorities, and disabled are encouraged to apply.