



Position Available: **Bilingual Program Assistant**  
**(Up to 40 hours per week)**  
Location: **Cleveland, Ohio**  
Pay Rate: **Based on qualifications**

Asian Services In Action, Inc. (ASIA) is a growing non-profit multi-service 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.

The Sustainability Services Department provides programs and services for individuals and families, especially those who are below the 200% Federal Poverty Level. The goal is to enable them to become financially independent and to achieve self-sufficiency. The program assistant is responsible for assisting qualified individuals and families to create an Individual Development Plan and Self-Sufficiency Plan. The Program Assistant is integral in ensuring completion of the whole process from beginning to end.

ASIA, Inc. has an opening for a Program Assistant in the Cleveland office. Duties and responsibilities are listed below:

#### **Duties and Responsibilities:**

- Conduct comprehensive needs assessments, develop and implement self-sufficiency plans based on identified needs
- Identify and use appropriate resources to respond to client needs and make any referrals if necessary
- Conduct regular follow-up to ensure that clients' needs are being met
- Provide follow-up with clients and collateral contacts as indicated
- Input data and maintain comprehensive electronic and paper case files, including intakes, care plans, case progress notes, event participation, units of service provided, and other important documents
- Access outside resources and/or programs to facilitate all unmet needs of clients
- Develop and execute individual plans
- Coordinate services and referrals with external partners to ensure clients' needs are met
- Determine appropriate milestones to gauge client progress and determine future needs
- Communicate client updates to all relevant parties
- Maintain accurate client documentation
- Train and supervise volunteers to support programming
- Participate in staff meetings
- Provide written and verbal translations as directed by supervisor
- Participate in departmental planning
- Perform other related activities, as required, to ensure program/departmental success



[www.asiaohio.org](http://www.asiaohio.org)

- 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**

- High School Diploma or equivalent or a minimum of two years' extensive experience in related field.
- At least two years' experience working with low-income or at-risk populations preferred
- Experience supporting individuals in attaining employment and financial goals
- Ability to collaborate and communicate effectively across departments and organizations
- Prefer candidates who speak and write Chinese, Nepali, Russian, Swahili, Farsi or Pashto
- Interest in working on behalf of Asian Pacific Americans a plus
- Excellent communications skills – written and oral
- Proficiency in computer skills and in Microsoft Office
- Strong interpersonal, communication, and organizational skills
- Creative problem solving
- Works well as part of a team
- Appreciation of all beliefs and backgrounds
- Commitment to compassion and accountability

### **GENERAL INFORMATION**

Please email cover letter and resume to Susan Wong, Chief Program Officer  
[susan.wong@asiaohio.org](mailto:susan.wong@asiaohio.org). NO CALLS PLEASE.