



ASIAN COUNSELING and REFERRAL SERVICE

Mission: To promote social justice and the well-being and empowerment of Asian Americans and Pacific Islanders and other underserved communities - including immigrants, refugees, and American born - by developing providing and advocating for innovative, effective and efficient community-based multilingual and multicultural services.

Executive Director

Asian Counseling and Referral Service (ACRS) is a nationally recognized nonprofit organization working for social justice and offering a broad array of behavioral health programs, human services, and civic engagement activities for Asian Americans and Pacific Islanders and other underserved communities in King County and beyond. ACRS is the largest multiservice organization serving a wide range of Asian American and Pacific Islander communities - immigrants, refugees and American-born, and especially disadvantaged groups - in the Pacific Northwest.

ACRS was founded in 1973 out of a grassroots effort. At that time, Asian Americans and Pacific Islanders often experienced cultural and linguistic barriers to care, or inappropriate care from service providers unfamiliar with their culture and language. Today, ACRS continues to address this community need by providing a continuum of care by 270 staff and 800 volunteers in 40 languages and dialects for over 30,000 primarily low-income clients a year. ACRS provides counseling, supports, and links them to the tools and resources they need to thrive and succeed and enables them to participate in our democracy through civic engagement activities.

Services include connecting people to basic needs such as food, housing, transportation and health care, behavioral health and wellness, citizenship and immigration assistance, recovery services, career help for job seekers, legal assistance, consultation and education, civic engagement, helping older adults and people with disabilities and developing youth leaders.

Position Summary

The Executive Director provides strategic direction and collaborative leadership to develop and execute the organization's mission to serve the Asian American Pacific Islander (AAPI) community locally, regionally, and nationally under the direction of the Board of Directors (Board). The individual provides leadership, guides strategic planning, oversees all administrative, advocacy, program and development efforts, and is responsible for the effectiveness and efficiency of organization operations. The Executive Director cultivates collaboration with community leaders and partner organizations, bringing together advocates, services providers, government agencies, the business community, donors, and volunteers.

Essential Job Functions

1. Strategic Vision and Leadership

- Leads the organization in working with the Board to establish and execute a long-term strategic plan for the organization
- Identifies changes and trends in the community served by the organization and incorporates evolving community needs in the strategic direction of the organization
- Serves as an inspirational leader and mentor for the executive leadership team of ACRS; serves as a role model in the community
- Establishes effective decision-making processes to ensure that ACRS achieves its goals
- Works with Board leadership to build a diverse and inclusive Board that is highly engaged; maintains strong working relationship with the Board

2. Advocacy, Community Relations, and Policy Setting

- Champions equity and social justice for the AAPI community, communities of color and all marginalized communities; represents the community and ACRS on issues locally, regionally, and nationally
- Drives policy setting at the local, regional, and federal levels
- Responsible for community building: forging coalitions, collaborative arrangements, and effective working relationships with community groups, funders, politicians, and other organizations to help achieve organizational goals and support the AAPI community
- Engages stakeholders in supporting ACRS and the policies, regulations, and practices relevant to the AAPI community
- Communicates effectively and passionately on the organization's work within ACRS and in the community

3. Program Planning and Management

- Oversees the planning, implementation and evaluation of the organization's programs and services
- Ensures that services offered by ACRS align with the organization's mission and community needs
- Implements continuous quality improvements to increase operational efficiency and to improve service delivery
- Innovates in the design of organizational structure, strategies, and services
- Evaluates impact of legislation and the impact of trends in the fields of social and behavioral health services and civic engagement; plans accordingly
- Oversees planning, implementation, execution and evaluation of special projects
- Directly supervises the Deputy Director, Finance Director, Administrative Services Director, Development Director, and Executive Assistant

4. Financial Oversight, Development and Communications

- Oversees the financial status and priorities of the organization including budget development and monitoring, long and short range financial plans, ensuring that sound financial controls are in place and a successful completion of the annual audit

- Allocates resources across ACRS in support of the staff, the organization, and the needs of community
 - Administers and monitors the funds of the organization according to the approved budget
 - Monitors trends in sources of funding from federal, state, and local sources; proactively incorporates these into the strategies and management of ACRS
 - Oversees the design and execution of marketing, communication, media relations, and development strategies
 - Identifies new opportunities for funding and cultivates relationships with potential funders and donors
 - Oversees development work with the Board to secure adequate funding
 - Ensures the Board receives regular reports on ACRS revenues and expenditures
5. Human Resources Planning and Management
- Recruits, develops, retains and inspires a highly skilled, adaptive workforce
 - Oversees staffing requirements for organizational management and program delivery
 - Directs implementation of human resource policies and practices that align to the mission of the ACRS to ensure a diverse, positive, healthy and safe work environment, in accordance with all legislation and regulations
6. Risk Management
- Leads the organization in compliance with federal, state and local financial, legislative and regulatory requirements
 - Analyzes the risks to the organization's people (clients, employees, management, volunteers), property, finances, goodwill, and image and oversees implementation of measures to control those risks
 - Ensures appropriate and adequate insurance coverage for the Board and organization and informs the Board and employees on the terms, conditions and limitations of the insurance coverage

Qualifications

- Master's degree or above in a related field
- 10 years of experience in cross-functional management
- Knowledge of not-for-profit organizations is required
- Executive experience in a not-for-profit organization is desired
- Experience working with boards is required
- Deep knowledge of current AAPI community challenges, social justice issues, and opportunities relating to the mission of the organization and experience working within the AAPI community
- Demonstrated involvement or leadership in advocacy and community organizing, e.g. civic engagement, immigration
- Experience applying best practice leadership and management principles for social service organizations
- Knowledge of federal and local legislation applicable to community-based, not-for-profit organizations and knowledge of legislative processes
- Extensive financial and human resources management experience

- Commitment to effective and respectful service to employees, partners, visitors and clients of diverse cultural beliefs and practices

Key Competencies

- Focus on Community Needs: Anticipate, understand, and respond to the needs of the Asian American Pacific Islander community, communities of color, and all marginalized communities
- Ethical behavior: Demonstrate behavior consistent with ethical standards, practices and behavior in alignment with organizational values
- Leadership: Positively influence and inspire others to achieve results in support of the community and ACRS
- Strategic thinking: Be forward thinking in assessing options and actions based on trends and conditions in the environment, and the vision and values of the organization
- Planning: Determine strategies and organizing to move the organization forward, set goals, create and implement actions plans, and evaluate the process and results
- Relationship building: Proven track record of engaging others including community leaders, colleagues, staff, agencies, clients, and funders to work together
- Creativity/Innovation: Develop ways to improve organizational strategies and operations and create new opportunities
- Problem solving: Analyze problems to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem
- Decision Making: Assess situations to determine importance, urgency and risks, and make clear, timely decisions
- Foster Teamwork: Work cooperatively to set goals, resolve problems, and make decisions that enhance organizational effectiveness
- Effective communications: Confident in communicating passionately and clearly about issues, both public speaking and writing; conversant with digital forms of communication including social media
- Adaptability: Adept at change management and flexible in a changing work environment

STATUS: Full-Time

BENEFITS: Medical, dental, vision, life, AD&D, LTD insurance; health and dependent care flexible spending accounts; EAP; generous vacation/sick/holiday pay; 403(b) and pension plans.

CLOSING DATE: Open until filled

SEND RESUME TO: EDSearch@acrs.org

Asian Counseling and Referral Service is an equal opportunity employer and provider of employment and training services. Auxiliary aids and services are available upon request to persons of disability. ACRS does not and will not discriminate on the basis of age, ancestry, color, creed, disability, gender identity, marital status, national origin, parental status, political ideology, race, religion, sex, sexual orientation, use of a service animal, military or veteran status. Equal access to programs, services and employment is available to all persons. Those individuals requiring accommodation should notify ACRS in advance. ACRS is a Tobacco Free Campus.