



# THE CROSS CULTURAL HEALTH CARE PROGRAM

**Position Title:**  
**Executive Director**

**Location:**  
**Seattle, WA**

**Posting Date:**  
**September 17, 2024**

**Salary:**  
**\$110K - \$130K**

Applications submitted by Thursday, October 15 will be given full consideration. Applications will be reviewed as soon as they are received. Initial screening calls are anticipated to begin in October. Early applications are strongly encouraged.

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## Position Summary

The Cross Cultural Health Care Program (CCHCP) seeks an experienced and visionary leader to serve as its next Executive Director, strengthening its programs and expanding its reach to achieve even greater impact. CCHCP provides training and consulting for health care providers and organizations to support culturally and linguistically appropriate health care services. As the new Executive Director, you will be the driving force behind CCHCP's growth, cultivating relationships that amplify its impact and championing culturally responsive practices in health care.

The ideal candidate will bring an abiding commitment to health equity and access, a strong track record in executive leadership, and success in program innovation, growth, and promotion. They will be a skilled communicator and a collaborative leader with the vision to take CCHCP to new heights. This is an opportunity for a passionate leader to play a leading role in strengthening health care access for all, leaving an indelible mark on health outcomes nationwide.

## Organizational Overview

### Mission

The mission of The Cross Cultural Health Care Program is to serve as a bridge between communities and health care institutions to advance access to quality health care that is culturally and linguistically appropriate. We provide resources and training for individuals and institutions with the goal of systems change.

### Vision

The vision of CCHCP is *Health Care in every Community, every Community in Health Care*. We envision a world where every community in our society has equitable access to quality health care, and where every community has its voice heard, valued, and represented within the health care system.

### What We Do

For over 30 years, the Cross Cultural Health Care Program has worked to transform health care systems by supporting health care and human services organizations and teaching providers, leadership teams, and staff so they can offer more culturally competent, equitable, and inclusive care. At CCHCP, we:

- train medical interpreters so that patients can understand health information in their own language and cultural context, communicate effectively with providers, and navigate complex health systems.
- help clinicians and other health care and human services professionals develop cultural humility and inclusive care skills to eliminate health disparities.
- strengthen organizations' competency toward more equitable and inclusive practices through consulting and training services.

## Our Impact in 2023:



Over **4,000** people trained using CCHCP's programs

**94** organizations were licensed to train using CCHCP's programs



We conducted **97** trainings and courses

We undertook **9** consulting projects for health and human services organizations



We had a network of organizations licensed to train our programs across **38** states, as well as Washington D.C., Qatar, and Thailand

We worked with **110** organizations in support of health equity and language access



We published bilingual medical glossaries available in **28** languages

### Organizational Snapshot

CCHCP currently has an annual budget of \$750,000 and a staff of 6 full-time employees and 2 part-time employees. We are supported by a 7-member board of directors. Currently, the organization's programs are supported wholly by fee-for-service contracts.

## Opportunities and Essential Responsibilities of Executive Director

CCHCP is undergoing an exciting period of evolution as we aim to strengthen our ability to promote equity and access in the health care field. As more health care organizations embrace the critical need for culturally appropriate services, we are building our capacity to meet this moment and to ensure that more organizations see CCHCP as experts in this field. We are seeking an Executive Director (ED) to lead CCHCP into its next phase, increase the organization's visibility locally and nationally, and continue to build our strong staff team as we execute on our mission and grow our impact.

In partnership with CCHCP's board and staff, the ED will have overall strategic and operational responsibility for CCHCP staff, programs, and execution of its mission.



### We expect the new ED will spend their time on these key responsibilities:

- **Relationship Building and Visibility:** Serving as the chief spokesperson, relationship builder, and representative for CCHCP with key stakeholders, representing the organization at conferences, events, and in communities
- **Staff Leadership:** Leading, supporting, and developing a diverse mission-driven staff team
- **Business Development and Financial Strategy:** Coordinating and executing fee-for-service contracts, exploring mission-aligned revenue streams, and strengthening the organization's financial sustainability
- **Professional Training and Education:** Guiding the development and promotion of professional training programs
- **Health Care Access and Equity:** Championing initiatives to engage communities that are historically underserved in health care



# Ideal Candidate Experience and Skills

Our next ED will care deeply about health equity and access. They will have proven leadership, relationship-building, and organizational management experience.



More specifically, the ideal ED candidate will bring:

## Strategic Thinking and Visioning

- Experience building an organizational vision for impact
- Ability to move from strategic vision to action, including demonstrated success in program innovation and organizational growth
- Demonstrated familiarity with board relations, development, and governance systems

## Organizational Operations & Financial Management Acumen

- Experience managing an organization, including establishing effective and up-to-date systems and processes
- Experience developing and implementing an organizational budget of ~\$500,000 or more – experience can include leading large portions of the budget (i.e. program budget) and/or serving as a lead collaborator for budgeting process
- Experience writing and managing fee-for-service contracts as well as establishing pricing

## Staff Management and Supervision Skills

- Experience building strong working relationships with direct reports and fostering the professional development and effectiveness of a diverse staff team
- Demonstrated ability to effectively delegate responsibilities, and to provide feedback to direct reports
- Demonstrated commitment to cultivating and modeling a healthy workplace culture that values, respects, and retains staff

## Organizational Ambassadorship and Relationship-Building Experience

- Excellent interpersonal skills, including the ability to build relationships with diverse stakeholders
- Excellent communication skills, including the ability to tell a compelling story of impact to a variety of audiences
- Understanding of nonprofit board governance and ability to work with a volunteer board of directors

## Resource Development Experience

- Experience developing and managing strategic partnerships and relationships with key institutions to secure business agreements that drive growth
- Comfort with asking for investment of time, money, and engagement to support an organization's mission

Familiarity with and experience working in health care and professional training & education are a plus.

## Our Commitment to Equity

We believe that every human has inherent rights, which include the right to culturally competent, equitable, and responsive systems of care. We also recognize the positional power that we hold as a leader in the field of language access, equity, and inclusion. However, it is not enough to just recognize that power, we must also take action and lead by example. Our example will be evident through our unwavering commitment to helping organizations and communities find common ground around the core values of diversity, equity, and inclusion, and facilitate productive and intentional ways of moving forward with greater understanding, humility, respect, and compassion for all the people whom we serve.

### Land Acknowledgment

It is our honor and privilege to acknowledge that we live and work on the ancestral land of the Duwamish People and other First Nations people. We respect and are grateful for their culture, stewardship, and ongoing contributions to our communities. Together, we can work to eliminate inequities and barriers across the fields of health care and human services.



### History of our Logo— The Hopi Hand

The Native American community had a significant role in the creation of the Cross Cultural Health Care Program (CCHCP). The Seattle Indian Health Board was one of the community participants involved in the founding of CCHCP as a community resource in the early 1990s. In late 1999, three interpreters (two from the Northern Navajo Medical Center and one from the Kayenta Service Unit) assisted CCHCP staff in adapting our flagship Bridging the Gap medical interpreter course to reflect and integrate the linguistic and cultural realities of the Navajo people. In honoring the contribution and legacy of their work, The Cross Cultural Health Care Program adapted a symbol of the Hopi Hand or the “Healer Hand” to reflect our commitment to support organizations and communities in developing culturally responsive health care and human services.



## Compensation and Benefits

This is a full-time salaried position with the expected salary range of **\$110,000 - \$130,000 per year**, depending on qualifications and experience.

The Cross Cultural Health Care Program offices are located in the Beacon Hill neighborhood of Seattle. Employees can work remotely on Mondays and Fridays.

The Cross Cultural Health Care Program offers benefits including two weeks of vacation per year and eight paid national holidays. The organization is also closed between Christmas and New Year's Day. The organization offers a 401k program and medical and dental insurance through Kaiser Permanente. Other benefits include paid parking or equivalent value in the form of an Orca card.



## How to Apply

[CLICK HERE »](#)

*Online applications only, please no email or paper submissions.* You will be asked to upload a cover letter and resume. In your cover letter, please describe as specifically as you can how your experience and interests are a fit with the goals, mission, and vision for the future of The Cross Cultural Health Care Program as described in this announcement.

***Applications received by October 15, 2024 will be given full consideration; early applications are strongly encouraged!*** All applications will be acknowledged via an email receipt. Consideration will be given to applications as soon as they are received. Phone and in-person interviewing is anticipated to begin in October.

Questions regarding this opportunity are welcomed and can be directed to:

Sumi Bhat-Kincaid, Search Consultant

[sumi@cloversearchworks.com](mailto:sumi@cloversearchworks.com)

<https://calendly.com/sumanatsukara/info-call-cchcp-ed>



**Clover Search Works** facilitates leadership searches for nonprofit organizations whose missions strengthen communities. Clover is honored to be partnering with The Cross Cultural Health Care Program in this search.