



PRESIDENT AND CHIEF EXECUTIVE OFFICER

Reports To: Board of Directors

Location: San Francisco, CA

Closing Date: November 30, 2020

Announcing an opportunity to serve at the helm of a nationally-recognized and long-standing organization with direct positive impact in the San Francisco Bay Area and the community behavioral health field. Richmond Area Multi-Services (RAMS) seeks a compassionate and collaborative consensus-builder with demonstrated organizational leadership experience, inspiring vision and deep commitment to culturally-competent community-based service.

ABOUT THE ORGANIZATION

RAMS, Inc. ([Richmond Area Multi-Services](#)) is a private, non-profit mental health agency that is committed to advocating for and providing community-based, culturally-competent, and consumer-guided comprehensive services. Founded in San Francisco's Richmond District in 1974 with a focus on the Asian & Pacific Islander American and Russian-speaking populations, our agency offers comprehensive services that aim to meet the behavioral health, social, vocational, and educational needs of all of the diverse communities of San Francisco.

Since its inception over 40 years ago, RAMS has continued to effectively develop, expand, and evolve to meet the changing needs of our local and cultural communities. To meet the diverse community needs, RAMS offers over 30 programs in over 90 sites citywide and in 30 languages, including:

- Adult / Older Adult Outpatient Clinic
- Asian Family Institute
- Broderick Street Adult Residential Facility
- CAAP Counseling & Pre-Vocational Services
- CalWORKs Counseling & Pre-Vocational Services
- Child, Youth & Family Outpatient Clinic
- Clinical Training Programs
- Fu Yau Project
- Hire-Ability Vocational Services
- Peer-Based Services Division
- Wellness Centers Program

Comprised of approximately 350 employees, 25 interns/trainees and many volunteers, RAMS staff appropriately reflects the multicultural and multilingual diversity of our clients and communities. Many staff are immigrants and/or refugees and have expertise and training in specific areas such as cross-cultural counseling, child & adolescent mental health, chemical dependency, vocational rehabilitation, art therapy, refugee trauma, family therapy, and elderly care. The multi-disciplinary provider team includes psychiatrists, nurses, psychologists, psychiatric social workers, marriage & family therapists, vocational rehabilitation counselors, employment consultants, certified nurse assistants, peer counselors, and mental health workers.

Recognitions & Awards:

RAMS is recognized by the local and national social service community as having expertise in providing culturally competent mental health services to the underserved, with expertise in working with the Asian & Pacific Islander (A&PI) and Russian-speaking populations. The agency has received numerous awards for culturally competent service delivery, clinical training, employment of people with disability and community leadership. RAMS is licensed by the State of California Department of Health Services and is a certified Medi-Cal provider; RAMS Hire-Ability has maintained its accreditation by CARF (Commission on Accreditation of Rehabilitation Facilities) for Employment Services (most recent review 2020). Also, the National Asian American Psychology Training Center receives regular APA accreditation visits, and has been accredited continuously since 1980.



Innovations & Partnerships:

RAMS engages in innovative programming and collaborative agreements with community partners, including San Francisco Department of Public Health Behavioral Health Services and Housing & Urban Health sections, SF Department of Human Services, California Department of Rehabilitation, Asian Pacific Islander Family Resources Network, San Francisco Unified School District, SF Suicide Prevention, SF Asian & Pacific Islander Health Parity Coalition, San Francisco Human Services Network, Kearny Street Workshop, and various human service, healthcare, and Asian Pacific Islander focused organizations in San Francisco. RAMS was also the lead organization in founding Asian Pacific American Mental Health Day, first established on May 10, 2010 and observed annually thereafter on May 10 statewide.



Funding:

RAMS has an annual operating budget of approximately \$27 million. A major portion of the funding for RAMS, Inc. is provided through the Behavioral Health Services of SF Department of Public Health. Other sources include CA Dept. of Rehabilitation; SF Dept. of Human Services; SF Unified School District; SF Dept. of Children, Youth & Their Families; Alameda County; state and local contracts and agreements; fee-for-service programs; local business ventures; foundations; grants; private contributions and donations.



ABOUT THE POSITION

The President and Chief Executive Officer (President & CEO) leads and inspires RAMS and is responsible for the overall effectiveness and impact of the organization, its funds and its programs under the direction of RAMS' [Board of Directors](#). Primary responsibilities include strategic planning and vision; agency-wide guidance; and enhancing the agency's visibility, engagement and advocacy within the greater community. The President & CEO also oversees the annual budget and provides direction for innovative and effective programs in community behavioral health and related human services, training, research, prevention, promotion, and evaluation in the context of a diverse organization setting.

Core Qualifications:

RAMS is looking for a CEO who can catalyze our growth across communities and significantly impact our funding model. Now more than ever, mental health is at the forefront of our societal consciousness and RAMS seeks a leader capable of leveraging momentum and driving the organization forward towards a more sustainable future. RAMS' CEO will be a leader who is:

- A creative and strategic thinker with the ability to drive program and service innovation
- An excellent interpersonal communicator, both verbally and in writing
- Able to effectively facilitate and lead presentations and meetings for large groups
- Ethical with high integrity, humility and a strong values-orientation
- An inclusive community-builder committed to equity and able to bring diverse individuals, teams and organizations together around common goals

A successful candidate will have 15+ years of experience, five of which in a relevant nonprofit setting, providing administrative and senior-level management oversight for a mid-to-large size (\$20M+ budget and 200-500 staff) community behavioral health service organization including budget and contract management; strategic planning; program design and planning; operations; utilization review; quality improvement and clinical supervision of diverse and multi-disciplinary staff. Additional core qualifications include:

- Knowledge of complex organizational service delivery models across multiple sites
- Experience strategically establishing and deepening external stakeholder relationships and comfort representing RAMS to a diverse array of audiences in the sector locally, regionally, statewide and nationally including partners, funders and government officials
- Demonstrated experience in securing funding including procurement of local, state and/or federal grants; proposals to foundations and private donor cultivation
- Higher education in Administration, Psychology, Marriage & Family Therapy, Counseling, Social Work, or other related disciplines
- Broad understanding of various treatment modalities in mental health

Other Desired Qualifications: The ideal CEO might also have some of the following unique desired, but not required, qualifications:

- Valid clinical licensure in California (i.e., Psychologist, MFT, LCSW)
- Three or more years of experience as a clinician in acute and/or persistent mental illness in diverse community-based settings (e.g. outpatient, schools, residential, etc.)
- A track record of growing programs and/or organizations in size and impact
- Demonstrated thought leadership in behavioral health and/or culturally-competent community-based care (e.g. research, publications, articles, blogs, presentations, etc.)
- Broad understanding of the political, socio-economic and demographic landscape of San Francisco and its core neighborhoods and communities
- Familiarity with the Department of Public Health and Community Behavioral Health Services systems-of-care in San Francisco
- Knowledge of effective investment and improved utilization of technology in operations, program infrastructure, and employee engagement and retention
- Understanding of how conditions such as employment, housing, food security and belonging impact mental health and experience with wraparound services

Compensation and Benefits:

The competitive salary range for this position is \$225,500 to \$287,500, commensurate with qualifications and experience. The excellent benefits package includes medical, dental, and vision; generous paid time off and leave; an employee assistance program; a retirement plan and more.

HOW TO APPLY

RAMS is partnering with [Walker and Associates Consulting](#) – a Bay Area-based, national strategic management consulting and search firm – to facilitate this search. To apply, email a cover letter, resume and list of three references (candidates will be notified in advance of any outreach to your references) to RAMS@walkeraac.com on or before 5:00 p.m. PT on Monday, November 30, 2020. Use the subject line: President & CEO Search. Please submit PDF or Microsoft Word files only, preferably with all materials in one combined file. Resume review begins immediately. *Questions or Nominations?* Email us at RAMS@walkeraac.com.



RAMS is an Equal Opportunity Employer committed to embracing diversity and considers all applicants for all positions without regard to race, color, national origin, ancestry, sex, gender, sexual orientation, sexual identity, age, religion, creed, disability (actual or perceived), medical condition including genetic characteristics, marital status, domestic partnership status, citizenship, military service, height, weight, HIV/AIDS status, or any other characteristic protected by state or federal law or local ordinance. Candidates bilingual in Cantonese, Mandarin, Tagalog, Vietnamese, or other API languages are highly encouraged to apply.

RAMS was awarded and honored by the Mental Health Board of San Francisco for its Exceptional Programs and People, for creating and fostering a healthy workplace for employees. With this acknowledgement, certificates of recognition and appreciation were also presented by various state officials. Pursuant to the San Francisco Fair Chance Ordinance, we will consider for employment qualified applicants with arrest and conviction records, to the extent it is not in conflict with state/federal law or policies of state/federal oversight agencies implementing state/federal law.