

Title: Assistant, Inquiry & Community Outreach

Reports to: Sr. Manager, Outreach

Department: Marketing & Communications

Classification: Non-Exempt

I. Primary Purpose

The Assistant, Inquiry & Community Outreach is responsible for supporting the adoption outreach team. The Assistant's role is to serve as the first line of contact for the outreach team for birth parent counseling and adoption pathway inquiries, including home study services at Spence-Chapin and provide general support to the Marketing and Outreach Department.

This role requires regular phone and in-person contact with those seeking to make an adoption plan for their child, prospective adoptive families and various medical and/social work professionals and offers a dynamic opportunity to bring Spence-Chapin's mission to a broader community.

The ideal candidate is someone who can communicate assertively but compassionately; talk to, engage, and educate a diverse population; and who absorbs information quickly and thoroughly. This position requires attention to detail and database maintenance.

II. Key Performance Indicators

- Possess general ability to learn about the complexities inherent to adoption work, including institutionalization, foster care, the adoption constellation, loss & grief, characteristics of the children who need adoptive families
- Work closely with team to ensure seamless transition of inquiries to appropriate staff member or other referral sources
- Field, manage and promptly respond to incoming calls, emails, website inquiries, and website chat, providing information on home study, domestic, and international adoption
- Engage with professionals interacting with women and couples considering their options during pregnancy
- Maintain database to ensure collection of information and follow up for birth parent referrals and for prospective adoptive families
- Perform any other department or agency-related duties or special projects as directed by supervisor, including but not limited to, conference attendance, presentations, workshops, and trainings
- Must possess ability and willingness to perform periodic, job-related travel. Some evening and weekend hours may be required
- Provide general administrative support for outreach team. We reserve the right to modify assigned duties/responsibilities as needed

III. Education & Experience

- Bachelor's Degree, BSW a plus
- 2-4 years' relevant experience preferred
- Experience managing complex administrative work and balancing priorities
- Bi-lingual (Spanish or Mandarin) very strongly preferred

- Familiarity with adoption, child welfare, social-work, maternal healthcare and/or related area a plus
- Strong telephone etiquette and presentation skills

IV. Technical Skills

- MS Office –Proficiency in Word, Excel and Outlook.
- Comfort with other technology including social media, webinars and video chat.
- Knowledge of how to complete case notes in database environment.

V. Key Competencies

- Strong time management skills, including ability to meet tight deadlines
- Excellent verbal and written communication skills
- Ability to self-reflect; to receive and utilize feedback
- Strong organization, execution and follow-through skills; ability to multi-task, and attend to detail
- Ability to work independently; a self-starter
- Ability to work collaboratively both within one's own department and with staff from other Spence-Chapin departments

Interested candidates, please submit a cover letter and resume to recruiting@spence-chapin.org.