

JOB DESCRIPTION



Title: Consultant, Birth Parent Outreach, Upstate

Reports to: Associate Director, Program Outreach, and Inquiry

Department: Domestic and Special Needs Adoption

I. Primary Purpose:

The Outreach Consultant is responsible for supporting the outreach team, with primary focus on the Upstate New York population, with a focus on (but not limited to) the following counties: Ulster, Sullivan, Orange, Dutchess, Rockland, Westchester, Albany, Schenectady, Broome, Oneida, Onondaga, Chenango. The Consultant's role is to promote Spence-Chapin's options counselling services for biological parents considering adoption, advance community awareness of adoption, and increase referrals to Spence-Chapin. An integral part of the consultant's role is building relationships with relevant health care and social service organizations and the general adoption community, as well as participate in outreach visits, conferences, and community events as needed. This position will require field work and travel across the state of New York. This is a part time position (Approximately 21- 28 hours per week) and will pay an hourly rate plus commission.

II. Key Performance Indicators:

- Make presentations independently and with other staff on Spence-Chapin's programs and services to biological parents. Presentations will be mainly to staff of hospitals, women's health clinics, social service organizations, schools, shelters, and other professionals whose clientele may be a population that may benefit from Spence-Chapin's services.
- Research potential leads and trends to assist with the goals of obtaining in-person meetings
- Strengthen existing relationships and take initiative to identify and build new relationships with healthcare and social service organizations through phone calls, emails, direct mail, site visits, community events and in-service presentations.
- Assist with the purchase and packaging of promotional materials and supplies needed for marketing and outreach at events.
- Provide general administrative support for outreach team as needed.
- Must possess ability and willingness to perform job-related travel. Most of the job responsibilities will require the consultant to work in the field, traveling to hospitals, clinics, and other organizations across the Upstate New York region. Some evening and weekend hours may be required. Required travel will take into consideration current safety precautions.
- We reserve the right to add or remove assigned duties and responsibilities to the job description upon discretion of change and need.

III. Education & Experience:

- Strong public speaking, presentation skills, networking skills are required.
- Bachelor's degree required, BSW or study in related field a plus.
- 2-4 years' relevant work experience in sales, community outreach and/or customer service.
- Strong written and verbal skills, as well as strong telephone etiquette.
- Familiarity with maternal healthcare, adoption, social-work and/or related area a plus.
- Bilingual a plus: Proficiency in Spanish, French, Haitian Creole, Bengali, Polish, Korean, or Arabic a plus.

IV. Technical Skills:

- MS Suite—Proficiency in Excel, Word, and Outlook required.
- Knowledge of social media platforms preferred.

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- Valid driver's license and use of personal car required.

V. Key Competencies:

- Strong management skills, including robust organization, administrative, communication and written skills.
- Ability to work both collaboratively as a team and independently.
- Ability to multi-task, prioritize, and follow through on multiple projects to efficiently meet goals and deadlines.
- Ability to be flexible and adaptable to tasks.