

JOB DESCRIPTION



Title: Coordinator, Adoption Programs

Reports Dually to: Manager, Domestic Adoption and Manager, International Adoption

Department: Domestic and International Adoption Programs

I. Primary Purpose

The Coordinator of Adoption Programs will have administrative as well as client-facing duties within the Domestic and International Adoption Programs. Additionally, the Coordinator will represent Spence-Chapin in communication with caregivers and medical professionals in arranging the medical care of infants who are in Spence-Chapin's custody.

As a licensed and accredited adoption service provider, attention to detail is vital within this role in order to maintain the agency's compliance with regulations. This role is responsible for managing pre-adoptive and adoptive parent case records in accordance with documentation standards guided by regulations and will be responsible for communicating directly with clients to ensure all paperwork is completed thoroughly and in a timely manner. The Coordinator is responsible for tracking deadlines of expiring documentation for adoptive parent files and ensuring that the client completes all updates within the timelines set forth by regulations. The ideal candidate possesses sensitivity to clients' personal experiences and is comfortable working with diverse populations.

This job requires a mix of office-based administrative responsibilities and community-based appointments on behalf of the children in Spence-Chapin's care. The candidate must be comfortable driving infants within and throughout the New York City Metro Area and must possess a valid driver's license and be willing to undergo a criminal clearance, child abuse clearance and driving records check.

II. Key Performance Indicators

Adoptive Parent Case Management

- Collect adoptive parent home study documentation and review for completeness and consistency.
- Communicate with adoptive applicants regarding deadlines and provide guidance through the paperwork process.
- Track expiration dates of clients' documentation and initiate updates with the clients.
- Track deadlines of post-adoption visits and alert the family and social worker to such deadlines.
- Create and manage physical and electronic case files, from application through post-adoption.
- Work with adoptive applicants to create their family profiles.
- Guide adoptive applicants in filings with United States Immigration and Citizenship Services.
- Manage attendance records of events attended by pre-adoptive and adoptive parents; ensuring that all registrants receive tailored follow-up after an event.
- Other administrative duties as needed.

Child Case Management

- Create Waiting Child Profiles.
- Manage all interim care family home study documentation and track documentation updates.
- Manage case record and documentation of infants in Spence-Chapin's custody.
- Provide transportation to infants in Spence-Chapin's custody.
- Perform hospital discharges of infants.
- Ensure that caregivers have all required infant supplies in their homes.

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Education & Experience:

- Bachelor's degree or higher.
- Experience working with sensitive populations, particularly children and families.
- Knowledge of and sensitivity to cultural diversity and cross-cultural issues.

Technical Skills:

- MS Office –Proficiency in Excel, Word, PowerPoint, Outlook.
- Experience with database platforms.

Key Competencies:

- Excellent oral and written communication skills.
- Strong organizational skills.
- A commitment to the full breadth of responsibilities of this position, including a flexible work schedule for occasional evening and weekend work as needed.
- Problem-solving mindset with customer-service lens.

This job description is not intended to detail every aspect of your job or list every task you may perform. It is provided as a general overview of the responsibilities and skills required to do this job successfully.