

JOB DESCRIPTION



Title: Coordinator, Pre and Post Adoption Services
Reports to: Senior Manager, Pre and Post Adoption Services
Department: Pre and Post Adoption Services

I. Primary Purpose

The Coordinator, Pre and Post Adoption Services is responsible for providing administrative program support for families pursuing adoption. This role requires regular phone and email contact with prospective adoptive families. The ideal candidate is someone who can communicate, engage, and support a diverse population of pre-adoptive parents. This position requires attention to detail in order to assist prospective families in completing their adoption process in compliance with state and federal standards. Experience in adoption and/or child welfare a plus.

II. Key Performance Indicators

- Serve as primary point of contact for approximately 50 families in the home study process regarding their paperwork, file maintenance and logistical processes.
- Ensure digital copy of all client paperwork is added to their digital record with physical copies maintained in the case file. Timely mailing of all reports.
- Track and review client documents. Communicate with clients regarding how to complete paperwork and deadlines for submission.
- Update family paperwork packets and email templates.
- Track all expiration dates on client documents and reports and initiate updates with clients according to expiration dates.
- Data input and tracking for trainings and community events to professionals and parents.
- 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.

III. Education & Experience

- MSW or Bachelor's degree with human service related major
- 2-3 years' relevant experience preferred

IV. Technical Skills

- MS Office –Proficiency in Word, Excel, Outlook and Adobe
- Comfort with other technology including social media, webinars and video chat

V. Key Competencies

- Strong administrative skills, including robust organization, and ability to meet deadlines
- Ability to multitask; strong execution skills; thorough follow through and attention to detail
- Excellent oral and written communication skills
- Ability to work independently
- Ability to work in a collaborative environment with various departments, which supports both individual and cooperative work

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.