

## JOB DESCRIPTION



**Title:** Associate Director, International Adoption & Client Engagement

**Reports to:** Chief Operating Officer, International Programs

**Department:** International Adoption

### I. OVERVIEW

Spence-Chapin is a non-profit organization based in New York City that has been providing adoption services and adoption support for more than 110 years. At Spence-Chapin, we believe that every child deserves a family, and we work tirelessly to advocate for children in need of a permanent, loving home. Over our history, Spence-Chapin has served more than 25,000 children, women, and families through our main program areas: Comprehensive Domestic and International Adoption Programs; Birth Parent Services; Well-being Services; and International Humanitarian Aid through programs like our Granny Program to support children living in orphanages overseas.

Our work is made possible by the dedicated individuals on our staff. At Spence-Chapin we find joy in celebrating each other, our co-workers, and our clients. Everyone is treated with respect and dignity to strengthen the vibrancy of our community. We celebrate a culture of excellence, inclusivity, compassion, flexibility, and support. Spence-Chapin offers a competitive benefits package that includes full health benefits, generous PTO and holiday schedule, HRA & FSA plans, life insurance, retirement plan with employer contribution, paid maternity/paternity/adoption leave, commuter benefits, and more. Being part of the Spence-Chapin team is being part of a legacy, which for more than 110 years has provided critical services to children, women, and families around the world.

This position will be responsible for overseeing Spence-Chapin's international adoption programs. Responsibilities include staff and case supervision, planning and facilitating outreach events to educate prospective parents on the needs of children awaiting adoption and promote growth within the international adoption programs. The Associate Director assures that departmental practices comply with all licensing and accreditation standards and communicates regularly with Spence-Chapin's Foreign Supervised Providers. Pre-adoption training and preparation for prospective adoptive parents is an essential element of ethical adoption practice; the Associate Director will collaborate with Spence-Chapin's Pre and Post Adoption Services department to ensure that each pre-adoptive parent participates in our training curriculum. The Associate Director will deliver pre-adoptive trainings throughout the year. The Associate Director may support in the exploration of opportunities for program expansion.

### II. KEY PERFORMANCE INDICATORS & SKILLS

- Develop and implement outreach strategy to recruit prospective adoptive parents whose openness aligns with the characteristics and needs of children placed through the international adoption programs. Webinars and outreach events may be scheduled on weekends or evenings in order to be accessible to prospective parents.
- Build and maintain professional relationships with other Adoption Service Providers and with community organizations which can serve as referral sources
- Supervise cases and at least one full-time staff member
- Identify and develop PQI initiatives to ensure that workflows and practices best meet the needs of children
- Support pre-adoptive parents during the wait for referral period through individual and/or group engagement
- Serve as clients' primary point of contact from the time of referral through arriving home to the United States with their adopted child; this involves guiding families through the procedural and emotional preparation to ready to travel, and serving as a point of contact with a family during their time in-country through text messages, video calls, and emails. Calls or video calls may be scheduled outside of normal business hours due to time zone differences
- Engage with governmental bodies domestically and abroad as needed to advance families' processes

Spence-Chapin Services to Families & Children 410 East 92<sup>nd</sup> Street-3<sup>rd</sup> Floor New York, NY 10128

T: +1 212 369 0300 F: +1 212 369 8589 [www.spence-chapin.org](http://www.spence-chapin.org)

- Plan and deliver pre-adoption trainings
- Communicate with our Foreign Supervised Providers on case needs and program management
- Perform any other department or agency-related duties or special projects as directed

### **III. EDUCATION & EXPERIENCE**

- LMSW, LSW, or LCSW
- Minimum of five years' experience in child and family services, foster care, or adoption
- Bilingual (English/Spanish) preferred

### **IV. TECHNICAL SKILLS**

- MS Office – Proficiency in Word, Excel, and PowerPoint
- Experience with database platforms and entering case notes

### **V. KEY COMPETENCIES**

- Demonstrated clinical and supervisory experience
- Strong oral and written communication, presentation, and interpersonal skills
- Strong organizational skills with ability to meet tight deadlines
- Ability to multitask; strong execution skills; thorough follow-through and attention to detail
- Culturally respectful and informed practice with appreciation for the diversity of family types and structures
- Weekend and evening work may be necessary and where necessary may typically be performed from home or the office

***This description is not intended to detail every aspect of your job/duties 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.***