

## JOB DESCRIPTION



**Title:** Outreach Consultant, New York City  
**Reports to:** Associate Director of Outreach and Client Engagement  
**Department:** Domestic Adoption Program

### 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.

The Outreach Consultant for New York City's role is to promote Spence-Chapin, increase community awareness of organization services, and increase clients for Spence-Chapin's Domestic Programs. An integral part of this position is building relationships with relevant healthcare and social service organizations, the general adoption community, as well as participate in community events, coalitions, and initiatives. This is a part-time position (3 days per week/21 hours).

### II. KEY PERFORMANCE INDICATORS & SKILLS

#### Outreach

- Recruit clients for Spence-Chapin's Domestic Adoption Programs
- Increase inquiry numbers of clients (who are pregnant or have recently given birth) who need Spence-Chapin's options counseling services
- Strengthen existing relationships and build new relationships with relevant healthcare and social service organizations
- Solicit and book trainings about Spence-Chapin's services with relevant health care and social service organizations
- Conduct trainings to professionals about Spence-Chapin's Domestic Adoption Programs
- Educate local community schools, religious organizations, and social service providers about SC's adoption programs
- Ability to be detailed-oriented and collect data and relevant information to input into database
- Possess interest and ability to learn about child welfare and adoption work, foster care and adoption, women seeking options counseling and their decision around making an adoption plan for their baby
- Generally, job duties will be performed outside of the typical office setting; in-office presence also required; some evening and weekend hours also required
- Must possess ability and willingness to navigate diverse communities across Brooklyn and Queens

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

- Bachelor or Master degree in related field is strongly preferred
- Minimum of 1-3 years of outreach, marketing, experience. proven ability to build relationships
- Bi-lingual Spanish preferred
- NYC resident or have familiarity with Brooklyn or Queens preferred

### **IV. TECHNICAL SKILLS**

- Proficiency in Microsoft Suite products (Word, Excel, Outlook) required
- Knowledge of SAM, Raiser's Edge, or other CRM

### **V. KEY COMPETENCIES**

- Experience in community outreach or related field
- Ability to take initiative in identifying and building new relationships
- Strong communication and written skills
- Ability to work both collaboratively in a team and independently
- Ability to multitask, prioritize to efficiently meet goals and deadlines
- Ability to be flexible and adaptable to tasks
- Ability to make decisions and resolve problems as they arise

***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.***