

JOB DESCRIPTION



Title: Associate Director, Client & Community Engagement

Reports to: Chief Program Officer, Domestic Adoption

Department: Domestic Adoption

I. Primary Purpose

The Associate Director will be responsible for spearheading the agency's program development and outreach efforts targeting a full range of providers serving women facing an unplanned pregnancy and their families. Working closely with the domestic adoption team as directed, the candidate will develop programs focusing on women's health and the role that adoption plays in the spectrum of choices facing them and their families. This individual will build and extend relationships with hospitals, health clinics, social service organizations and the like. The Associate Director is comfortable with public speaking, training, and project management as well as analytics. The ideal candidate will be able to build, foster and nurture coalitions with different organizations and maintain internal and external relationships in different regions across New York and New Jersey. This is an in-person position with an annual salary range of \$60,000-\$70,000 commensurate with experience.

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.

II. Key Performance Indicators

1. Outreach:

- Collaborate with Domestic Adoption to develop and implement creative and innovative outreach strategy to reach women in need of free, unbiased pregnancy options counselling in the NYC area
- Participate in organizations and groups that serve women facing an unplanned pregnancy
- Participate in conferences and networking events related to women's issues and/or maternal health

2. Referrals:

- Create and maintain strong relationships with referral sources in the tristate area
- Maintain database of referral sources and track outreach efforts
- Research, track, evaluate and report on trends in referrals of birth parents



3. Promotions/Marketing

- Collaborate with domestic program team and marketing department to develop relevant and compelling print/digital collateral to raise awareness of adoption and Spence-Chapin services
- Promote understanding of adoption and birth parent services provided by Spence-Chapin through producing and conducting in-service educational trainings to hospitals, women's health centers and other social service providers in the tri-state area

III. Education & Experience

- Master's degree in Social Work or relevant field required
- NYS driver's license required
- Experience in Outreach or Marketing preferred

IV. Technical Skills

- MS Office – Proficiency in Excel, Word, and PowerPoint
- Proficiency in database marketing and social media platforms

V. Key Competencies

- Knowledge of adoption field and/or pregnancy counselling preferred
- Knowledge of hospital and healthcare systems preferred
- Strong program management and initiative
- Excellent organizational skills, including the ability to prioritize workload, administer, and resolve problems
- Strong problem-solving skills; excellent interpersonal skills
- Excellent oral and written communication skills
- Strong public speaking and presentation skills
- Must be able to travel within the tristate area
- Ability to work both collaboratively and independently

To apply: Please send cover letter with salary requirement and resume to recruiting@spence-chapin.org

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.