

## JOB DESCRIPTION

**Title:** Coordinator, Client & Community Engagement  
**Reports to:** Associate Director of Client & Community Engagement  
**Department:** Domestic Adoption Program



### I. Primary Purpose

The Coordinator, Client & Community Engagement role is to promote Spence-Chapin, increase community awareness of organization services, and increase clients served by 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 in communities across New York and New Jersey. This is an in-person position with an annual salary range of \$45,000-\$50,000 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 and Skills

#### **Outreach**

- Recruit clients who are pregnant or who 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
- Educate local schools, religious organizations, and social service providers about SC's adoption programs
- Conduct trainings to professionals about Spence-Chapin's option counseling services and Domestic 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 New York and New Jersey

**I. EDUCATION & EXPERIENCE**

- Bachelor or Masters degree in related field is preferred
- Minimum of 1-3 years of outreach, marketing, experience. Proven ability to build relationships
- Bi-lingual- Spanish preferred

**II. TECHNICAL SKILLS**

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

**III. 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

**To apply:** Please send cover letter and resume to [recruiting@spence-chapin.org](mailto: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.***