

## JOB DESCRIPTION



**Title:** Coordinator, Pre and Post Adoption Services  
**Reports to:** Assistant Director, Pre and Post Adoption Services  
**Department:** Pre and Post Adoption Services

### I. Primary Purpose

The Coordinator, Pre and Post Adoption Services will have administrative as well as client-facing duties within the department. The coordinator will be responsible for providing administrative program support for families pursuing adoption and administrative support to Community Engagement programming for adoptive families and adoptees. The ideal candidate is someone who can communicate with, engage, and support a diverse population of pre-adoptive and adoptive families. This is a primarily in-person position with some flexibility to work remotely with an annual salary range of \$45,000-48,000.

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

- Serve as primary point of contact for families in the home study process: regarding their paperwork, maintaining files and logistical processes
- Ensure electronic and physical files are maintained for clients and program events
- Track and review client documents. Communicate with clients regarding how to complete their paperwork and deadlines for paperwork submission
- Assist Community Engagement Manager with planning calendar of events for the Adoption community
- Provide logistical/set up support for community events
- 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

- Experience in an administrative support role required
- Experience in working with sensitive populations, particularly children and families preferred
- High School Degree or equivalency required. College degree a plus
- Knowledge of and sensitivity to cultural diversity and cross-cultural issues

### IV. Technical Skills

- MS Office –Proficiency in Word, Excel, Outlook and Adobe

- Comfort with other technology including social media, webinars and video chat
- Experience with database platforms a plus

V. **Key Competencies**

- Exceptional oral and written communication skills
- Strong administrative skills, including robust organization, and ability to meet deadlines
- Ability to multitask, strong execution skills and attention to detail
- Problem-solving mindset with customer-service lens
- Ability to work in a collaborative environment with various departments, which supports both individual and cooperative work
- Occasional weekend or evening work necessary

**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.**

