

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 programming for adoptive families and adoptees. The ideal candidate is detail oriented and can communicate with, engage, and support a diverse population of pre-adoptive and adoptive families. This is a hybrid in-person/remote position with an annual salary range of \$45,000-50,000.

Spence-Chapin is a non-profit organization based in New York City that has been providing adoption services and 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. Spence-Chapin has served more than 25,000 children, women, and families through our Domestic and International Adoption Programs, Birth Parent Services, Clinical Services, and International Humanitarian Aid supporting children living in orphanages.

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, a generous PTO and holiday schedule, HRA & FSA plans, life insurance, a 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 over a century has provided critical services to children, women, and families around the world.

II. Key Performance Indicators

- Provide comprehensive case management for families in the assessment process of their adoption
- Support in event planning for community programs and facilitate communication with participating families
- Engage clients through phone, e-mail, and in-person meetings
- Manage client electronic and physical files which are audited annually for compliance
- 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 diploma or equivalency required, college degree a plus
- Knowledge of and sensitivity to cultural diversity and cross-cultural issues

IV. Technical Skills

- Proficiency in Microsoft 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 attention to detail
- Ability to meet deadlines, multitask, and manage competing demands
- Problem-solving mindset with customer-service focus
- Ability to work in a collaborative environment with other departments in the organization
- Occasional weekend or evening work to support onsite events required with notice

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.