

JOB DESCRIPTION



Title: Manager, Client & Community Engagement

Reports to: Associate Director, Client & Community Engagement

Department: Domestic, Special Needs & Outreach

I. OVERVIEW

Spence-Chapin has an exciting opportunity to join our Domestic Adoption Team as a Client & Community Engagement Manager. We are seeking a dedicated professional to lead outreach and reporting efforts targeting the full range of providers serving women facing an unplanned pregnancy and their families. Working closely with the Domestic Adoption Program team as directed, the ideal candidate will develop and analyze strategies focusing on women's health and the role that adoption plays in their spectrum of choices. This individual will work collaboratively across departments to build and extend relationships with hospitals, health clinics, social service organizations, etc. The Client & Community Engagement Manager must be comfortable with public speaking, training, and project management as well as analytics. This role will be able to build, foster and nurture coalitions with different organizations and maintain internal and external relationships. This position manages all incoming communications and inquiries related to birth parent services including the birth parent phone line. This is a full-time, in-person position with an annual salary range of \$57,000-\$62,000.

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 & SKILLS

Outreach

- Collaborate with Marketing and Domestic Adoption Program teams to develop and implement outreach strategy to reach women in need of free, unbiased pregnancy options counseling in the NYS and NJ areas
- Participate in organizations and groups that serve women facing an unplanned pregnancy
- Participate in conferences and networking events related to adoption, women's issues and/or maternal health

Research and 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

Marketing/Training

- Collaborate with Domestic Adoption Program and Marketing teams to develop relevant and compelling print/digital collateral to raise awareness of adoption and Spence-Chapin services

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- 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 tristate area
- Help train and onboard staff as needed for in-services and data entry/communication related to birth parent outreach
- Other duties may be assigned as needed

III. EDUCATION & EXPERIENCE

- Bachelor's degree in social work, Public Health, or relevant field required; (MSW a plus)
- NY or NJ driver's license required
- Prior experience with community outreach preferred
- Bi-lingual Spanish strongly preferred

IV. TECHNICAL SKILLS

- MS Office - Proficiency in Word, Excel, PowerPoint and Outlook)
- Proficiency in database marketing and social media platforms
- Analytical skills preferred

V. KEY COMPETENCIES

- Knowledge of adoption or women's health field
- Knowledge of hospital and healthcare systems preferred
- 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 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.