

JOB DESCRIPTION

Title: Outreach Manager (Bilingual English/Spanish)

Reports to: Associate Director, Client & Community Engagement

Department: Birth and Expectant Parent Services

I. OVERVIEW

Spence-Chapin has an exciting opportunity to join our Outreach team as a Client & Community Engagement Manager. We are seeking a dedicated professional to promote Spence-Chapin's options counseling services for expectant parents who are considering adoption and to advance community awareness of adoption. Working closely with the Birth and Expectant Services team, the Manager will work collaboratively across departments to build and nurture relationships with relevant health care and social service organizations, as well as participate in outreach visits, conferences, and community events throughout NYC. This is an ideal position for someone with community affairs experience, a passion for maternal health and/or child welfare. This individual will support strategy development that focuses on women's health and building awareness around the role that adoption plays in their spectrum of choices. The ideal candidate is comfortable with public speaking and has excellent organizational, communication, and writing skills, as well as an ability to foster positive relationships with individuals and organizations. This position manages all incoming inquiries related to Spence-Chapin options counseling services, including responding to the organization's birth parent phone line. This is a full-time, hybrid position with an annual salary range of \$65,000-\$70,000.

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; Expectant and 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

- Make presentations independently and with other staff on Spence-Chapin services to expectant and biological parents. Presentations will be mainly to staff of hospitals, women's health clinics, social service organizations, schools, shelters, and other professionals whose clientele may benefit from Spence-Chapin's services
- Strengthen existing relationships and take initiative to identify and build new relationships with healthcare and social service organizations through phone calls, emails, direct mail, site visits, community events and in-service presentations
- Collaborate with Marketing and Expectant and Birth Parent Program teams to develop and implement outreach strategy to reach women in need of free, unbiased pregnancy options counseling in New York and New Jersey
- Participate in conferences and networking events related to adoption, women's issues and/or maternal health

Research and referrals

- Research potential leads and trends to assist with the goals of obtaining in-person meetings and presentation opportunities with professionals interacting with women and couples considering their options during pregnancy
- Maintain database of referral sources and track outreach efforts
- Research, track, evaluate and report on trends in referrals of birth and expectant parents

Marketing/Training

- Collaborate with the Birth and Expectant Parent Program and Marketing teams 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 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 required

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 child welfare, adoption or maternal health field preferred
- 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.