



YOUR JOURNEY. OUR PURPOSE.

JOB DESCRIPTION

Title: Sr. Manager, Client & Community Engagement

Reports to: Associate Director, Client & Community Engagement

Department: Birth and Expectant Parent Services

I. OVERVIEW

The Senior Manager of Client & Community Engagement works to promote Spence Chapin's options counseling services for expectant and new parents and to advance community awareness of adoption across New York City. The Senior Manager will provide administrative support to the Birth and Expectant Services team and work collaboratively across departments to build and nurture relationships with the full spectrum of professionals whose clientele may benefit from Spence-Chopin's services (staff at hospitals, women's health clinics, social service organizations, schools, shelters, and others). The Senior Manager is actively involved in carrying forward outreach and marketing initiatives at the community level. They will participate in outreach visits, conferences, and community events throughout NYC, with a particular focus on Spanish-speaking communities. The ideal candidate has excellent organizational, communication, and writing skills and an ability to foster positive relationships with individuals and organizations. This position manages all incoming inquiries related to Spence-Chopin options counseling services, including responding to the organization's birth parent phone line. This is a full-time position based in our Union Square, Manhattan office which requires 5 days per week, some evenings and weekend availability. The annual salary range is \$ 75,000-\$ 80,000 commensurate with experience.

Spence-Chopin is a non-profit based in New York City providing adoption services and support for over 110 years. At Spence-Chopin, 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-Chopin 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-Chopin 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-Chopin 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-Chopin 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 & ADMINISTRATIVE

- Become well-versed in describing and promoting Spence-Chopin's options
- Promote adoption planning services with a wide range of audiences and direct service providers in various community settings. Be able to share stories, outcomes and benefits to clients and communities we've served.

- Help to strengthen existing relationships and build new relationships with relevant healthcare and social service organization through direct phone, email, mail and in person visits with relevant referral providers.
- Maintain database of referral sources and track outreach efforts
- Solicit and book trainings to educate about Spence-Chapin's services with relevant health care and social service organizations
- Provide professional, compassionate and immediate response to birth parent inquiry line during business hours.
- Collaborate with domestic program team and marketing department to develop relevant and compelling print and 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 tri-state area

EDUCATION & EXPERIENCE

- Bachelor's or master's degree in human services or related field
- Minimum of 3-5 years of outreach, experience in healthcare or social service or related industry preferred
- Proven ability to build relationships
- Driver's license required
- Fluency in English and Spanish is a plus

III. TECHNICAL SKILLS

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

IV. KEY COMPETENCIES

- Experience in community outreach or related field
- Knowledge of child welfare, adoption, maternal health field preferred
- Familiarity with hospital and healthcare systems preferred
- Excellent oral and written communication skills
- Detail-oriented with strong organizational skills, including the ability to prioritize workload
- Strong problem-solving skills; excellent interpersonal skills
- Ability to take initiative in identifying and building new relationships
- Ability to work both collaboratively in a team and independently
- Ability to multitask, prioritize to efficiently meet goals and deadlines
- Must be able to travel within the tristate area

To apply: Please send cover letter and resume to recruiting@spence-chapin.org

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.