JOB DESCRIPTION

Title: Coordinator, Domestic Adoption Programs
Reports to: Senior Director, Domestic Adoption Programs
Department: Domestic Adoption Programs

I.   Primary Purpose

The Coordinator of the Domestic Adoption Program will have administrative as well as client-facing duties within the department. The ideal candidate will provide support to all team members, juggle priorities, and have excellent attention to detail on all documents and projects. This individual will maintain effective workflows, as well as physical and digital client records. To be successful in this role, the Coordinator should have exceptional organizational skills along with the ability to prioritize tasks and meet deadlines. This is a full-time, in-person position with an annual salary range of $55,000-
$60,000 commensurate with experience.

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 individuals dedicated to 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.

Key Performance Indicators Adoptive Parent Case Management

• Collect adoptive parent home study documentation and review it for completeness and consistency
• Communicate professionally and in a timely manner with adoptive applicants regarding deadlines and provide guidance through the paperwork process
• Track expiration dates of clients' documentation and initiate updates with the clients
• Track deadlines of post-adoption visits and alert the family and social worker to such deadlines
• Create and manage physical and electronic case files, from application through post adoption
• Work with adoptive applicants to create their family profiles
• Manage attendance records of events attended by pre-adoptive and adoptive parents; ensuring that all registrants receive tailored follow-up after an event
• other administrative duties as needed

Spence-Chapin Services to Families and Children
120 East 16th Street, 11th Floor, New York, NY 10003-2103 • 212-369-0300
www.spence-chapin.org

Ill. <u>Education & Experience</u>

• Experience in an administrative support role required
• Experience in working with sensitive populations, particularly children and families preferred
 Bachelor's Degree required
• Knowledge of and sensitivity to cultural diversity and cross-cultural issues

IV. <u>Technical Skills</u>
• Competency of NS Office - Proficiency in Word, Excel, PowerPoint and Outlook
• Experience with database platforms a plus

<u>Key Competencies</u>
• Excellent oral and written communication skills
• Strong organizational skills
• A commitment to the full breadth of responsibilities of this position
• Ability to work in-person at the agency's Manhattan office
• Problem-solving mindset with customer-service lens

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

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.

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