
JOB DESCRIPTION

Title: Manager, Family & Community Support

Reports to: Sr. Manager, Family & Community Support

Department: Family & Community Support

I. Primary Purpose

The Manager, Family & Community Support, plays a pivotal role in delivering high-quality clinical and consultative services to adoptive families and individuals within the adoption constellation. This role is responsible for managing a diverse client caseload and providing therapeutic interventions and consultation services tailored to the unique needs of adoptive families. The Manager plays an integral role in supporting the Post Adoption Records & Resources (PARR) team by offering post-adoption services to adoptees, adoptive parents, and birth parents, including file reviews, family background information, and assistance in re-establishing contact between birth and adoptive families. Additionally, this position will respond to clinical inquiries from our perspective clients, provide support to community events, and offer guidance, resources, and emotional assistance to individuals connected to the foster care system. This is a full-time, in-person position with an annual salary range of \$70,000–\$75,000.

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 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.

II. Key Performance Indicators

- Manage client intake and preparation, respond to therapy inquiries, and provide consultation services to support adoptive families
- Facilitate client requests for adoption-related documentation and file reviews of Personal Adoption History narrative and information sharing for adoptees, adoptive parents, birth parents, and children of adoptees
- Receive and upload applications from clients applying for record information, and input data from the application into the database
- Conduct diligent searches for relevant client records and place record orders from off-site storage facility
- Post adoption inquiries and intakes
- Delivering ongoing clinical services across multiple modalities to individuals and families within the adoption constellation, both private and foster care adoption
- Complete progress notes and other written documentation in accordance with organization protocol or contractual agreements
- Represent Spence-Chapin, when necessary, at conferences, community events, and with partners
- Perform any other departmental or agency-related duties or special projects as directed by supervisor

III. Education & Experiences

- License Master of Social Work (LMSW) or comparable degree in related field required
- 2-4 years of experience in the human/social services field; foster care or adoption experience strongly preferred

IV. Technical Skills

- MS Office -Proficiency in Excel, Word, and PowerPoint
- Experience with database platforms

V. Key Competencies

- Excellent organizational skills, ability to prioritize workload, administer, and resolve problems.
- Strong problem-solving skills; excellent interpersonal skills.
- Excellent verbal and written communication skills with the ability to communicate effectively in highly emotional situations.
- Strong public engagement and client service skills.
- Ability to work both collaboratively and independently and handle a high volume of work in a dynamic environment

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