



Job Description

Job Title: Case Manager

Department: Adoption

Position requires the successful completion of an extensive criminal background check.

SUMMARY:

The Case Manager is responsible to assist families in their adoption paperwork throughout their adoption process. The International Case Manager is responsible for assisting Adoption team members in contacting families and supporting families during wait. The Case Manager is also responsible for advocating for and placing waiting children.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Accountability to pre-determined daily, weekly, monthly, quarterly and annual goals.
- Advocates for “waiting children” to prospective adopting families.
- Assists in supporting Waiting Families throughout AGCI.
- Responsible for developing and implementing education for waiting families.
- Educates families on topics such as attachment and bonding, child health issues, grief and loss, discipline, multi-cultural adoption, country-specific issues, special needs, and other risk factors associated with adoption at all phases in adoption process.
- Assists program directors with referral process.
- Assists in identifying families for waiting children.
- Ensures families are prepared for specific child referred by providing education on topics such as attachment and bonding, child health and special need issues, grief and loss, discipline, multi-cultural adoption, country specific issues and other risk factors associate with adoption to waiting families and families referred by Case Manager by contacting family within 24 hrs of Case Manager referral.

- Assists in inquiry services as requested.
- Continually seeks current program update information to ensure waiting families receive accurate information regarding current status of AGCI adoption programs.
- Completes monthly reports as requested.
- Displays excellent time management and organizational skills to prioritize workload.
- Displays excellent communication skills including in-person customer service, documentation, detail-orientation, and sensitivity with confidential documents and information; displays exceptional ability to communicate effectively and remain calm and courteous under pressure.
- Ensures an exceptional experience through unwaveringly high levels of customer service with both internal and external audiences by being honest, warm, responsive, and thorough at all times.
- Respectfully takes direction from the Director of Adoption.
- Completes various administrative tasks as assigned.
- Maintains punctual, regular and predictable attendance.
- Works collaboratively in a team environment with a spirit of cooperation and remains open to all levels of work and support for the organization.
- Successfully completes fifteen (15) continuing education hours each year as required by Hague (or more as required by employee's professional license).
- Other duties, as assigned.

EDUCATION and/or EXPERIENCE

Bachelor's degree in Social Service from four-year college or university plus one to three years related experience in adoption services.