



**Job Title:** Director of Education & Post Adoption Services

**Department:** Adoption

**Prepared Date:** October 9, 2017

**Reports To:** Vice President of Clinical & Family Services

**FLSA Status:** Exempt

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

### **SUMMARY**

The Director of Education & Post Adoption Services works to prevent adoption dissolutions & disruptions and supports and assists families in crisis. Director of Education & Post Adoption Services is responsible for supporting families in all phases of adoption process by providing education, ongoing support and referrals as appropriate. Part of this position includes review and approval of home study and post placement and post adoption reports. This position is also responsible to re-engage post adoption families in aspects of AGCI's work.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Oversees post placement and post adoption services to ensure that families' support needs are met as well as post placement and post adoption reports remain compliant.
- Ensures all aspects of post placement and post adoption services remain in compliance with country program requirements.
- Completes specific task requests to meet specific pre-determined weekly, monthly and annual post adoption goals.
- Ensures post placement and post adoption services are provided in a structured and consistent manner and identifies opportunities to provide additional post placement and post adoption support services.
- Implements reliable tracking system for reminders to families and social workers for upcoming report due dates and requirements, and past due reports.
- Facilitates system of communication about post placement and post adoption report process with families to ensure legal and ethical compliance with AGCI and country-based PAR requirements.

- Ensures timely review and processing of post placement and post adoption reports and appropriate electronic and hardcopy filing of such documents.
- Completes country audits as requested.
- Establishes post placement and post adoption evaluation to be sent at designated intervals and determine any follow-up contact.
- Attempts to re-engage post placement and post adoptive families as advocates or development.
- Maintains regular communication and provides ongoing support services to families in post placement and post adoption at minimally designated intervals and directs families to particular resources for assistance (support groups, social worker, mental/physical therapy, wellness/healthcare providers, etc).
- Provides crisis intervention and ongoing support and resource linkage for families seeking disruption/dissolution, when needed, in consultation with the State or Regional Director and with Vice President of Adoption Services, as necessary.
- Provides all counseling services to families for Birth Search Inquiries through a pre-search and post search call.
- Provides leadership in child specific education, including, but not limited, to child's age, special need, and resources within local community. Additionally, provides family education at all phases of adoption.
- Provides direction and implements individualized and group education to families regarding general adoption issues and those of interest to waiting families.
- Reviews transition plans and ensures families have made an informed decision to accept referral based on child's individual needs and family's preparedness.
- Coordinates home study program together with the Vice President of Clinical and Family Services to ensure all AGCI state directors, social workers, program directors and families remain in compliance with program(s) and program remains in compliance with state and accrediting bodies.
- Provides direct social services such as home study and post adoption visits with families and writes corresponding home studies and post adoption reports, as assigned.
- Reviews, approves and provides certificates of approval for home study assessments.

- Assists with licensing and accreditation as assigned.
- Respectfully takes direction from the Vice President of Clinical and Family Services and seeks consultation when appropriate.
- Works collaboratively with AGCI staff to ensure families receives holistic, comprehensive service.
- Provides staff supervision as assigned.
- 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.
- 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.

#### **SUPERVISORY RESPONSIBILITIES**

Supervises adoption staff as requested.

#### **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### **EDUCATION and/or EXPERIENCE**

Master's degree in Social Work or Related Social Service field; two or more year's related experience in Child Welfare, including Adoption Services. Advanced training in adoption-related topics required.

### **LANGUAGE SKILLS**

Ability to read and interpret documents such as business correspondence, reports, inquiries, and sensitive medical and financial documents. Ability to write error-free correspondence and reports. Responds to questions from families, using sensitivity and tact. May participate in training sessions lead by AGCI employees.

### **MATHEMATICAL SKILLS**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar and other graphing visuals.

### **COMPUTER SKILLS**

Job requires advanced basic computer skills including logging on to systems, word processing, spreadsheet, report writing, project management, presentation creation/editing, database, use of internet and communication by e-mail. Requires knowledge of and use of AGCI's adoption database/software program.

### **REASONING ABILITY**

Ability to work with and protect extremely confidential files and information and have the appropriate discernment regarding handling issues of varying complexity and sensitivity. Can apply common sense understanding to carry out instructions furnished in written or verbal form.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

Maintain any relevant state license.

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, stand, walk, use stairways to climb to multiple floors within office building, use hands and fingers to keyboard or dial, reach with hands and arms, and talk or hear. The employee must infrequently lift and/or move up to 75 pounds, as it relates to accessing/storage of off-site files. Specific vision abilities required by this job include close vision, color vision and ability to adjust focus, especially with frequent computer use.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Employer Representative:** \_\_\_\_\_

**Employee:** \_\_\_\_\_

**Revision Date:** \_\_\_\_\_