



## **Job Description – Post Adoption Coordinator**

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

### **SUMMARY**

The Post Adoption Coordinator will engage post adoption families to AGCI's holistic mission. The Post Adoption Coordinator is responsible for tracking case files, and reviewing, receiving and processing post-adoption reports. The Post Adoption Coordinator will work under the direct supervision of the Director of Education & Post Adoption Services and task supervision of the Comprehensive Campaign Director.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Initiates communication with all post adoption families at regular intervals and ask requested to build donor relationships.
- Completes specific donor task requests to meet specific pre-determined weekly, monthly and annual Advancement goals.
- Assists in coordinating events for post adoption families in various regions.
- Ensures reliable tracking system to maintain compliance with all aspects of post adoption reporting, including preventing, eliminating and processing any overdue post adoption reports.
- Initiates contact with all families who are required to submit post adoption reports to prevent and address non compliant post adoption reports.
- Proactively assists families with completion of post adoption reports.
- Receives, reviews and processes post-adoption reports. Identifies families who need additional support services.
- Receives reports from families, verifies data, organizes according to country requirements and scans to an e-file.

- Assists in organizing post adoption photos & provides to marketing as appropriate.
- Assists in data entry for adoptive and post adoptive families & ensures coordination between various software systems.
- Assists in auditing files and filing reports on-site and/or for off-site file pick-up through 3<sup>rd</sup> party secure file storage vendor.
- Assists in processing inquiries from past families and adopted children regarding requests for files, adoption documents and/or post adoption services.
- Assists in developing and facilitating networks of older adoptees through social networks and other avenues.
- 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).
- Respectfully takes direction from direct supervisors.
- Maintains punctual, regular and predictable attendance.
- Works across all departments with a spirit of cooperation to collaborate on marketing and communications projects; manages requests, changes and approvals on all projects.
- Other duties, as assigned.

## **SUPERVISORY RESPONSIBILITIES**

The position does not have any supervisory responsibilities.

## **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**

Bachelor's degree (B.A.) from four-year college or university. Degree in social work or related field preferred.

Preferred direct connection to adoption (adopted person, immediate family member adopted, and other adoption-related experience).

## **LANGUAGE SKILLS**

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

## **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 graphs

## **COMPUTER SKILLS**

Has advanced basic computer job skills including logging on to systems, ability to communicate by email, ability to compose documents, enter database information, create presentations, download forms, and preserve/backup important data. . Requires ability to learn and become proficient in SAM 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. Ability to define problems, collect data, establish facts and draw valid conclusions and can deal with a variety of abstract and concrete variables. Has the discretion to weigh the gravity of an issue and pass along to the appropriate party/leader within the organization, as needed.

## **CERTIFICATES, LICENSES, REGISTRATIONS**

Notary Certification, preferred. Must possess a valid driver's license and ability to supply appropriate documentation/identification to travel authorities when traveling domestically and Coordinationally.

## **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.

The noise level in the office work environment is usually moderate; noise levels in travel could range from quiet to extremely loud.

The work environment while traveling domestically or Coordinationally could contain a number of environmental factors, including, but not limited to: outdoor weather conditions (extreme hot/cold), work in countries with high incidence of illness/disease or poor living conditions of the inhabitants, political unrest/danger and physical obstacles and/or hazards.