



Job Description – International Adoption Specialist

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

Summary

The International Adoption Specialist is for assisting families in their adoption paperwork throughout their adoption process. The International Adoption Specialist is responsible for contacting, guiding and supporting families during their adoption process. The International Adoption Specialist is also responsible for advocating on behalf of 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 Vice Presidents with referral process and in identifying families for waiting children.
- 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.
- 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 International Adoption Specialist by contacting family within 24 hrs of 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.
- 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

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 internationally.

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.

Employer Representative: _____

Employee: _____

Revision Date: _____