



Job Title: Southwest Regional Director
Department: Adoption
Reports To: Vice President of Clinical & Family Services

FLSA Status: Exempt
Prepared Date: March 9, 2017

SUMMARY

The Southwest Regional Director is responsible for overseeing and managing state offices in the Southwest region. The Southwest Regional Director supervises social workers in state offices. The Southwest Regional Director is also responsible for engaging families to begin their adoption with AGCI, supporting families in AGCI adoption programs, providing education and ongoing support, reviewing and approving home study and post adoption reports, and monitoring and ensuring compliance of families and social workers to all aspects of AGCI standards.

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

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Engages families to begin their adoption with AGCI by recruiting families, reviewing eligibility and pre-qualifying families to apply and orient families to AGCI.
- Oversees and manages state offices. This includes but is not limited to supervising social workers and ensuring all aspects of state offices remain in compliance with AGCI services. This includes compliance with budget goals, addressing issues or complaints from families within state and ensuring excellent client services are provided.
- Send monthly state summary reports to the Vice President of Clinical & Family Services regarding case load, total number of new families per month, families in crisis, etc.
- Participates in annual audit and licensing of states and ensures compliance with relevant laws and that AGCI policies and procedures remain in compliance; serves as contact person/liason to regulatory and accrediting bodies.
- Conducts annual update of materials required by COA and the Department of State; participates in updates of policy and procedures as necessary.

- Ensures families are engaged in AGCI's holistic mission.
- Collects completed home study documents and prepares client files for all clients prior to assigning social worker.
- Ensures all social service visits and reports, including but not limited to home studies, home study addendums/updates and post placement and post adoption reports for state office are completed in a timely manner.
- Reviews, approves and provides certificates of approval for home study assessments.
- Assists in development and implementation of family education services.
- Educates families on topics such as attachment and bonding, child health issues, grief and loss, discipline, multi-cultural adoption, country-specific issues, and other risk factors associated with adoption at all phases in adoption process.
- Contacts families when they arrive home with their adopted child(ren).
- Provides support services on topics such as attachment and bonding, child health 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 AGCI Adoption Staff by contacting family within 24 hrs of referral.
- Provides crisis intervention and ongoing support and resource linkage for families seeking disruption/dissolution, when needed, in consultation with Vice President of Clinical & Family Services, as necessary.
- Provides ongoing support services to families Post Placement or Post Adoption at minimally designated intervals.
- Develops and facilitates various trainings, and gives information to general public and interested parties through retreats, conferences or other adoption-related venues as assigned.
- Understands all aspects of AGCI's mission and work in order to communicate with prospective adoptive parents, current adoptive families and post adoptive families and engage with AGCI's holistic mission.
- Coordinates services and consults with Regional Advancement Officer regarding events, families or potential prospective donors.
- Respectfully takes direction from the Vice President of Clinical & Family Services and seeks consultation when appropriate.
- 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 regional social workers and branch office administrators in region.

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 Service/Work from; five or more years 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: _____