



**Job Title:** Adoption Intern

**FLSA Status:** Exempt

**Department:** Adoption

**Prepared Date:** April 3, 2017

**Reports To:** Vice President of Adoption

**Approved Date:**

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

#### **SUMMARY:**

The Adoption Intern is responsible for assisting families and AGCI adoption staff with paperwork at all phases of adoption including but not limited to contract, home study, dossier, referral and post adoption. The Adoption Intern completes various special projects and provides administrative support to the Adoption Team.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Works collaboratively with AGCI staff to ensure holistic team services are provided and families are supported throughout adoption process.
- Serves as assistant to Vice President of Adoption in scheduling & preparing for meetings, providing notes & assisting with emails when requested.
- Acts as liaison of adoption communication with other departments within organization to ensure project facilitation.
- Coordinates communication systems for Adoption Department, including but not limited to, SAM, DPO, shared calendars, and ensures accuracy of SAM data entry.
- Ensures accurate data entry for all waiting children in SAM.
- Coordinates schedule and information for waiting children advocacy.
- Assists local AGCI families with paperwork for home study.
- Ensures accurate home study parameters & expiration dates maintained in SAM.

- Ensures current information on adoptive families is maintained in Donor Perfect software.
- Maintains accurate hard copy and electronic files for adoptive families.
- Communicates frequently with AGCI Adoption Staff regarding status of adoptive families during any paperwork phase.
- Provides administrative help to Adoption Staff with all paperwork, including post adoption report processing.
- Assists with maintaining current program information and documents on media such as client portal and website.
- Assists in initiating, and maintaining cooperating agency agreements as requested. Includes written and electronic files. Ensures cooperating agency agreement and related documents are current and valid.
- Maintains accurate list of cooperating agencies.
- Reviews and maintains documents as necessary to ensure current and updated including but not limited to orientation packets, travel packets, etc in both hard copy and electronic formats.
- Completes special projects as assigned.
- Opportunity to participate in an International Mission Trip.
- Participates in the Vision & Call internship program's overview process including observation, training, individual reading and research, special projects, written reports, and direct work experience. The six-stage overview process will include contact time with senior staff and projects associated with each stage:
  - 1) Initial Inquiry;
  - 2) Pre-Adoptive Study and Parent Education;
  - 3) International and Domestic Adoption Process;
  - 4) Post-Adoption Reporting and Support;
  - 5) International Adoption Law and Finance;
  - 6) Orphan Care, Missions and Resource Development.
- Participates in individual and group mentoring and training including regular management and clinical support meetings, vocational conversations, internship trainings, and transition interviews.
- 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 Vice President 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.

#### **SUPERVISORY RESPONSIBILITIES**

This job has no 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 in Social Service from four-year college or university plus one to three years related experience in adoption services; Or Master's Degree in Social Service and relevant adoption experience.

#### **LANGUAGE SKILLS**

Ability to read, analyze, and interpret general business correspondence, sensitive medical or financial documents, contracts, reports and inquiries. Ability to write error-free business correspondence, reports and presentation materials. Ability to effectively present information to and respond to questions from prospective families, public groups, conference attendees, donors/sponsors and during retreats, seminars and webinars.

**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. 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 levity of an issue and pass along to the appropriate party/leader within the organization, as needed.

**CERTIFICATES, LICENSES, REGISTRATIONS**

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 50 pounds. 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.

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

**AGCI Representative:** \_\_\_\_\_

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

