

GUIDELINES FOR POSITION

Position:	Adoption Process Coordinator, \$15-\$17 per hour
Minimum Qualification:	Bachelor's degree or vocational training (equivalent experience can substitute for a degree or training), excellent communication skills and customer service orientation, attention to detail and commitment to the agency's mission and values. Adoption experience is desirable but not required.
Reports to:	Programs Managers
Position Purpose:	The Adoption Process Coordinator will work collaboratively with management, social service staff, and other process coordinators to provide the following services to clients and supports to social services staff. The distribution of duties will be reevaluated on an ongoing basis to ensure the best fit of time, skill and interest.
Schedule:	40 hours weekly, schedule falls primarily between Monday - Friday from 8:00-4:30 with occasional evening or weekend hours for events and trainings. This is an in-office position; working from home will be limited and requires Manager approval.

1. Intake/Information

- Respond to inquiries from prospective clients and clients via phone and email
- Provide individual information sessions to prospective clients
- Determine program eligibility for prospective clients
- Lead general information meetings
- Case note all potential client/current client contact by phone, mail or in person

2. Program Support

- Open and maintain child files (physical and electronic)
- Enter child information into database at placement and finalization
- Obtain final adoption decree
- Organize Child file at time of file closing

3. Post-Placement/Post-Adoption Tracking

- Track Post Placement Reports
- Send reminders to families and SWs; Follow-up with missing reports
- Compile pictures and reports (copy/scan reports to file)
- Send reports to countries and placing agencies
- Track and send ICPC Reports
- Keep abreast of related laws and required forms and procedures for all entities above
- Review and edit post-placements reports
- China database maintenance

4. Finalization

- Assist clients with finalization paperwork
- Gather items for packets and complete court forms for families
- Work with families to ensure paperwork is complete
- Send finalization packets to court
- Provide coordination with court personnel, attorneys, families, and staff regarding finalization or re-adoption/affirmation
- Guide families through all tasks related to post legal adoption paperwork including assistance with questions regarding social security numbers, citizenship and other issues
- File MN DHS form for report of adoptive placement (DHS-178) as needed

6. Post Adoption Search and Support

- Process all initial post adoption inquiry calls/emails from adoptees, birth families and adoptive families
- Retrieve files from storage or microfiche, provide copies of documents, write summaries to be provided to searcher

7. General

- Assist with answering phones and opening mail
- Provide clerical support, including typing, copying, collating, filing, faxing, mailing and completing forms as needed
- Cross-train to learn the complete flow of the adoption process and be able to provide back up to other office positions for vacation coverage and workload balancing
- Assist Managers, Directors and Officers with special projects
- Notarize documents

8. Contribute to the agency's overall well-being and effectiveness

- Consistently execute agency's promise of excellence in service to clients and co-workers
- Participate fully as a team member in day to day tasks as well as volunteering for special projects
- Provide office coverage Monday through Friday
- Other duties as assigned