

## **Adoption Process Coordinator, \$16 - \$18 per hour DOQ**

- 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).
- Responsibilities: The Adoption Process Coordinator will partner 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: 32 hours weekly, schedule falls primarily between Monday – Thursday from 8:00-4:30 with occasional evening or weekend hours for events and trainings. This is an in-office position located at our Stillwater office; working from home will be limited and requires manager approval.

### **1. Intake Services**

- Respond to inquiries by phone or email from prospective clients
- Provide in office individual information sessions to prospective clients
- Conduct general information sessions for prospective clients (15-30 people)
- Track statistics for inquiries and applications
- Provide follow-up communication to prospective clients
- Participate in training sessions

### **2. Application and Client Services**

- Send initial home study documents packet to families once HS fee is received
- Set up new family files in file cabinet and also create family folder on EVOLVE database
- Set up SAM Profile page for families and input client information continuously
- Scan application and certain other documents into the families EVOLVE database folder
- Prepare and send out requests for releases of information for families to certain Providers/entity's and track until completed
- Add in Billing for HS updates
- Agency Administrator for the Adoption Finance Coach website ie: adding all new adoptive applicants and interested families into the Adoption Finance Coach database
- Send out personal reference requests for families during HS Process
- Assist clients by email, phone, or in person with troubleshooting on all paperwork questions related to completing their study
- File and process client pre-study related documents
- Notarize documents
- Send out home study update packets as needed, or as request by SW
- Update routing slip and create DHS Checklist upon file completion
- Send surveys to family upon HS completion
- Distribute/mail HS as directed by SW

### **3. Record Management**

- Complete file checks regularly and follow up with families on any missing items
- Review all cases for file completeness
- Track expiration dates on certain home study documents so the file maintains a current status
- Ready Adoptive files for state review
- Process MN and WI Clearances
- Process Child Abuse Registry Clearances with families, all states/countries
- Track WI -SS and Crim/Civil/Juv, police and state-wide clearances
- Input data into database (SAM) for recordkeeping
- Track expiration dates for WI specific documents required for Foster Care Licensing

### **4. Education**

- Keep training dates and locations in SAM/Database/Outlook Calendar up to date
- Reserve meeting rooms in our Bloomington office for trainings
- Responsible for training registration, applicable fee payments, reminder and cancellation calls and sending out any pre-reading materials to families
- Assist in recruiting panel speakers
- Prepare training materials for East office
- Prep for trainings at the East office i.e. inventory snacks and ensure supplies are stocked, prepare room set-up for trainings (delegate when needed)

### **5. General**

- Create and update internal forms
- Backup phone coverage
- Provide clerical support, including typing, copying, mailing, collating, filing, faxing, creating and completing forms
- Assist Director and Manager with special projects
- Assist Managers, Directors and Officers with special projects
- Notarize documents

### **6. 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 between 8:30-4:30, Monday through Thursday
- Cross-train to learn the complete flow of the adoption process and provide back up to other office positions for vacation coverage and workload balancing
- Other duties as assigned