

GUIDELINES FOR POSITION

Position:	Adoption Process Intern – Stillwater
Minimum Qualification:	High School Diploma and two years of related office experience; Bachelors Degree preferred; 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:	Program Manager
Responsibilities:	The Adoption Intern 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:	16-20 hours weekly, Monday through Friday between the hours of 8:30-4:30; schedule will be determined upon hire. Desired 6-month commitment; required 3 month commitment.

1. Intake Services

- Respond to inquiries by email from prospective clients.
- Track statistics for inquiries and applications
- Provide follow-up communication to prospective clients

2. Dossier Services

- Compile dossier packets
- Sent dossier packets to families
- Assemble and scan dossiers

3. Home Study Process Support

- Scan home study related documents to S drive
- Review domestic infant and international home studies for grammar, punctuation, and spelling; verify important dates in home study
- Distribute home studies

4. General Office Duties

- Answer phone (backup)
- Provide clerical support, including typing, copying, mailing, collating, filing, faxing, creating and completing forms
- Assist Director, Managers, and Adoption Process Coordinators with special projects

5. 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 be able to provide back up to other office positions for vacation coverage and workload balancing.