

## **GUIDELINES FOR POSITION**

Position:	Programs Manager – Adoption Programs Hiring Range DOQ \$45,000 - \$53,000
Minimum Qualification:	Master’s Degree, LISW or LICSW level of licensure required. Minimum of three years of experience in adoption/child welfare with a minimum of two years of supervisory experience preferred. Excellent communication skills and customer service orientation, strong interpersonal skills, attention to detail and commitment to the agency’s mission and values.
Position Purpose:	The Programs Manager will work collaboratively with all agency Programs Managers, Programs Directors and Officers to ensure all Program Goals, Quarterly Rocks and Core Values are being met. This position is responsible for casework supervision of all programs, as well as Social Worker licensure supervision. The position also assists with staffing and operational tasks associated with program function while maintaining, communicating and resolving related items on the Issues List.

### **1. Program Management**

- Oversee daily operations of identified programs, providing program leadership, evaluation and direction
- Monitor case progress, including pre and post placement/post adoption activities and timelines
- Conduct intake phone calls and individual information sessions. Provide general information sessions
- Assess applications, approve applicants into home study process, conduct application screening phone calls, and assign applicants to social worker
- Oversee program meetings with relevant staff
- Complete file reviews to ensure compliance with all agency, licensing and accreditation requirements
- Create and update forms and processes to meet current laws and best practices within programs
- Provide ongoing case consultation and case reviews with social workers
- Review, supervise and approve adoptive home study reports and updates
- Collaborate with local, national or international partners for purpose of program monitoring and oversight
- Monitor program outcomes through statistical analysis and tracking
- Participate in budget process for identified program
- Manage escalated client situations and refer to Director and Officers, as needed.
- Work collaboratively with Director and Officers to successfully complete all required program monitoring visits and licensing or accreditation processes
- Other duties, as assigned by Director and Officers

### **2. Program Development and Education**

- Participate in collaborative agency meetings, including management meetings, education sessions, marketing meetings and development meetings
- Implement program specific goals as defined through strategic goals setting
- Develop, coordinate and facilitate educational sessions and workshops for clients

- Participate in community outreach activities on behalf of agency and specific program being served, including meetings, presentations, conference attendance, education sessions and vendor tables

### **3. Staff Management**

- Interview, hire and provide orientation to new staff
- Provide monthly supervision to all direct reports
- Complete annual performance reviews for all staff
- Work collaboratively with Program Managers, Program Directors, and Officer to identify and address staffing concerns or needs

### **4. Clients Service**

- Provide direct service to clients as outlined in the social worker job description
- Team cases with staff as needed for training or to assist in difficult situations
- Provide case coverage, as needed

### **5. Program Specific Tasks – International Program**

- Serve as liaison to Central Authorities and in-country representatives
- Ensure agency compliance with Hague, USICS, IAA and country programs
- Assist with country re-accreditation process
- Lead agency's Hague Re-Accreditation process
- Serve as agency's Hague Compliance Officer
- Provide Intercounty and Hague orientation and training to new staff
- International travel to maintain relationships with authorized countries
- Domestic and international travel to attend conference related to Intercounty Adoption
- Create and oversee collaboration with child placing agencies
- Facilitate International Training to clients
- Work with marketing on community outreach
- Casework Supervision and Home Study Review
- Providing Supervision to Social Worker Staff

### **6. Program Specific Tasks – Post Adoption Search and Support**

- Process post adoption support and search inquiry calls/emails from adoptees, birth families and adoptive families.
- Provide initial counseling and support regarding reunification, loss and post adoption issues, with appropriate referrals for search and support.
- Supervise administrative staff in file retrieval, providing copies of documents file and written file summaries.
- Attend interagency post adoption collaborative meetings

### **7. Program Specific Tasks – Domestic Infant Program**

- Casework Supervision and Home Study Review
- Providing Supervision to Social Worker Staff