

## **GUIDELINES FOR POSITION**

Position:	Programs Manager – Adoption, \$44,000-48,000 DOQ
Minimum Qualification:	LISW or LICSW with minimum five years of adoption experience or a combined adoption/child welfare experience of five years, with at least three of those years in adoption. Qualified candidates will have excellent communication and customer service skills, strong interpersonal skills, attention to detail and commitment to the agency's mission and values.
Position Purpose:	The Programs Manager - Adoption will work collaboratively to ensure all Program Goals, Quarterly Rocks and Core Values are being met. They will manage staffing and operational tasks associated with program function and maintain, communicate and resolve related items on the Issues List.

### **1. Program Management**

- Plan and execute the delivery of adoption programs by setting weekly Level 10 Meetings with appropriate team members to develop and review Quarterly Rocks, as well as take appropriate actions to identify and mitigate Issues.
- 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.
- Collaborate with Managers and Directors to 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 programs.
- Manage escalated client situations and refer to Directors and Officers, as needed.
- Work collaboratively with Directors and Officers to successfully complete all required program monitoring visits and licensing or accreditation processes
- Other duties, as assigned by Officers and Directors.

### **2. Program Development**

- Participate in collaborative agency meetings, including management meetings, communications 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 and vendor tables.

### **3. Staff Management**

- Interview, hire, orientate and supervise adoption staff.
- Develop and review Quarterly Rocks, as well as take appropriate actions to identify and mitigate Issues.
- Complete performance reviews for all program staff, to include use of the People Analyzer, Three Data Points, Strike Meetings and other Traction tools.
- Work proactively and in collaboration with Program Managers, Directors and Officers on the hiring of essential consultants and program staff throughout the year.

### **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 Intercountry and Hague orientation and training to new staff.
- International travel to maintain relationships with authorized countries.
- Domestic and international travel to attend conferences related to Intercountry Adoption.
- Create and oversee collaboration with child placing agencies.
- Facilitate International Training to clients.
- Collaborate with communications staff on community outreach.

### **6. Program Specific Tasks - Domestic Infant Program**

- Send monthly *EVOLVE Infant Program Update* to all clients in program with current statistics and information.
- Send weekly National Infant Program *EVOLVE Available Families List* to collaborating agencies and other contacts.
- Communicate with National Infant Program collaborating agencies regarding any changes in forms, fees, processes or client issues to ensure smooth working relationship.
- Maintain and update National Infant Program Agency List with current information on collaborating agencies and communicate changes to staff.
- Domestic travel to maintain relationships with National Infant Program collaborating agencies.
- Create fee agreements in collaboration with Directors and Officers for Special Services situations.