

Job Posting 02/2010 Full-time Non-exempt

Posting Date: 02/01/10
Closing Date: 02/12/10

To be considered for the following position, you must submit a cover letter & resume to Human Resources by the above listed closing date.

POSITION AVAILABLE: Case Coordinator, China Program

LOCATION: Eugene, OR – Adoption Services Department

02/2010

Job Description:

Works closely with the Director of Services and China Program staff to promote and ensure the successful placement of special needs children.

1. Contributes to the recruitment of families for children with special needs by

Supporting intake department to promote special needs process. Assisting China team in case management of families who are transferring from other agencies into the China program. Participating in webinars and promoting program among families in the China program.

2. Contributes to the placement of children with special needs by

Providing regular contacts and emotional and support to families who are considering or matched with special needs children until they travel to China, including supporting families as they complete their paperwork, sending it in the correct format to China, preparing and sending reports to China, developing and preparing overseas correspondence regarding on-going questions from families about the children and sending updates and medical reports to families. Assists families and overseas staff toward the preparation of children for placement. Acts as liaison with the Waiting Child department in coordinating child release process and helping to implement the preparation plan for older children. Assigns families who are matched with children with special needs. When appropriate will pursue Special Needs funding (SNAF) for families who request it.

3. Ensures the accuracy and timeliness of child information provided to families by

Coordinating and case management of families after match in the special needs process including monitoring child material for completeness, including photos and English translation, rating, organizing and coordinating the child material, child reports, requesting updates from overseas staff.

4. Utilizes appropriate technology to create systems and maintain accurate and timely program statistics by

Maintaining records of special needs families in a database, recording these statistics each month and compiling them each quarter for review by the Program Director, and maintain statistics as needed recommending or developing new information systems. Advancing children and families through the process by working with the CCAA website, the Viking Web Database, and other systems in place. Offering suggestions on ways to utilize technology and developing systems to insure efficiency and excellent family services.

5. Contributes to the team effort by

Exhibiting cooperative and effective work relationships, such as, responding positively to challenges, assignments, inter and intra departmental requests; Seeing beyond own tasks to help fulfill the organizational goals.

6. Contributes to a positive, productive work environment by

Meeting attendance and punctuality guidelines and pre-arranging time off with appropriate notice; Treating all people with dignity and respect; Exhibiting good listening and comprehension skills including giving and welcoming feedback.

QUALIFICATIONS AND JOB EVALUATION DOCUMENTATION

KNOWLEDGE: Understanding of adoption issues; developmental and medical conditions of childhood, complexity of older adoption, screens applicants for openness and ability to parent a child with special needs. Awareness and sensitivity concerning cross-cultural and trans-racial issues. Proficient at developing and managing data bases, completing literature searches, creating spread sheets. Bachelor's degree in social work, or related field preferred. Preference of two years experience in a social service setting with a child welfare and/or medical/disabilities focus.

INFORMATION PROCESSING: Strong organizational skills. Ability to develop and analyze systems of information and documents related to the Waiting Child Program; distributing information and communicating with Holt staff, cooperating agencies, grantors, and families. Embracing diversity, respecting cultures and traditions of variety of countries. Creative problem solving. Consistently excellent oral and written communication skills. Exercise good judgment and seeks supervision appropriately.

SCOPE OF RESPONSIBILITY: Develops and monitors work to meet objectives and unexpected challenges. Provides daily and ongoing monitoring and decision making related to the delivery of information and services to families. Provides continual assessment and planning necessary to efficient service delivery to families. Makes recommendations to Director for improvement of systems and services. Assesses seriousness/urgency of situation and directs to supervisor as appropriate and needed.

INTERPERSONAL COMMUNICATION: Establishes and maintains effective relationships with multiple and varied agency personnel including people of different cultures. Communicates effectively and appropriately with adoptive families. Ability to problem solve while maintaining

a respectful stance. Presents case material, verbally and in written format and in an organized manner. Promoting the Waiting Child Program through speaking and writing. Provides regular oral and written feedback to the program Director.

IMPACT OF RESULTS: Optimizes effectiveness and success of the process for families. Efficient processing shortens the time a child must wait to join their family. Careful assessment of family ensures the safety of the placement for a child. Contributes to the continued improvement of the Waiting Child Program through critical thinking, system analysis, addition of more and quality resources and supports for families. Ensures family satisfaction with the Waiting Child process.

CONTROLS: Director of Services, China Program