



## **JOB OPPORTUNITY**

### **ADOPTION SERVICES ASSISTANT**

**Posting #2017-21**

**Posting Date: July 26, 2017**

**Closing Date: Open until filled**

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<b>POSITION:</b>	<b>Adoption Services Assistant Hourly, non-exempt position</b>
<b>DEPARTMENT:</b>	<b>South and Southeast Asia</b>
<b>LOCATION:</b>	<b>Eugene, Oregon</b>
<b>PAY RANGE:</b>	<b>\$13.80/hour - \$17.93/hour</b>
<b>NOTE:</b>	<b>Position is part time (.5 FTE) for the India program</b>

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#### **ORGANIZATION SUMMARY:**

Holt International Children's Services develops and maintains programs overseas that annually serves over 100,000 orphaned, abandoned and vulnerable children in 13 countries. Holt International addresses the root causes of child homelessness by working directly with children and families around the world, focusing on developing and delivering programs based on three pillars of service: family strengthening, world-class orphan care and adoption services.

#### **HOLT'S MISSION STATEMENT:**

Holt International is a Christian organization committed to expressing God's compassion for children. While always upholding the highest ethical standards, we:

- Find and support permanent, loving families for children who are orphaned, abandoned or at serious risk of separation from their family
- Provide services to ensure that children will grow and develop to their fullest potential
- Lead the global community in advocating on behalf of the world's most vulnerable children

#### **HOLT'S CORE VALUES -AT HOLT, WE:**

- Are passionate and committed to our mission
- Conduct our work in an ethical manner
- Provide the highest quality services
- Respect the dignity of all children, families and adults we serve
- Value and respect diversity
- Serve with prudent stewardship
- Value and promote a positive team spirit

**DEPARTMENT SUMMARY:**

The South & SE Asia Program consists of Cambodia, India, the Philippines, Thailand and Vietnam. The program provides family strengthening services including educational support, income generating services, single mothers' program, daycare, foster care, support to orphanages, nutrition support, and community based services to keep children in families and prevents unnecessary separation of children from birth families. The South & SE Asia Program also provides international adoption services as an option for orphaned and homeless children to have permanent families of their own. The program serves more than 13,000 children with family strengthening services and approximately 55 children are placed with international adoptive families each year. Services are provided in cooperation with overseas staff, partners and Government authorities. The strategic direction of the program is to expand family strengthening services to vulnerable children and families and continue to advocate for homeless children to have families.

**POSITION SUMMARY:**

The Adoption Services Assistant conducts administrative tasks and is highly efficient and organized to support adoptive families with dossier instruction, guidance on USCIS requirements, submitting post placement reports timely. Maintains effective relationships with adoptive families, multiple agency personnel and overseas staff. Updates electronic database, electronic folders and records of clients on a daily basis.

**ESSENTIAL JOB FUNCTIONS:**

- 1. Provide support to families during initial stage of adoption process** by sending welcome materials and providing access to guidebook.
- 2. Ensures accuracy of dossier** by providing instructions, examining documents, communicating needed corrections or revisions and preparing presentation for country officials.
- 3. Assures accuracy of records** by coordinating, maintaining and updating family, child, and data base files on a daily basis. Coordinating child release process, processing and sending home study approval materials, assigning families who are matched with children, and processing arrival information. Maintaining adoption statistics as needed.
- 4. Initiates all billings to family** by calculating fees according to schedules and distributing copies to appropriate departments. Initiating Special Needs funding (SNAF) process, providing outside grant letters to families as needed.
- 5. Support families to file immigration forms** by providing instructions for filing I-800A and I-800, following up on expiration dates and providing instructions for filing for extension.
- 6. Updates country guidebooks as needed** by working with supervisor to update documents to ensure that guidebook information is current and correct.
- 7. Works with child materials, reports and videos** by receiving and uploading child materials. Organizing and coordinating the file storage of child materials, child reports, and child information transmittal memos.
- 8. Contributes to team effort** by collaborating and communicating with the team on program needs and priorities. Contributing ideas for improving the efficient work flow of the team. 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

9. **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. Embracing diversity, respecting cultures and traditions of a variety of countries.

**SUCCESS FACTORS:**

The successful Adoption Services Assistant for South and Southeast Asia is mission driven and thrives on providing excellent customer service and takes initiative in assigned duties particularly in selecting among various options to accomplish work. Has the ability to work well with families and cooperating agencies particularly in explaining procedures and circumstances related to the adoption process. Has the ability to work well with other members in the team and across teams. Must have excellent computer and writing skills; be flexible, detail oriented with the ability to prioritize in a multi-tasking environment.

**KNOWLEDGE (MINIMUM REQUIREMENTS):** Bachelor's degree; preferably in social services or related field and a minimum of 1 year administrative program coordination experience; OR an equivalent combination of education, training, and experience sufficient to successfully perform the essential functions of the job as those listed above may be qualifying. Thorough knowledge of English, spelling, punctuation, math and general office practices including proven experience with standard computer programs such as MS Word, Excel, and Outlook. Experience providing excellent customer service is essential. Ability to learn about adoption policies and procedures.

**INFORMATION PROCESSING:** Organizes and monitors systems of information related to adoption processing through filing, tickler systems and formatting for broader consumption. Communicates through effective writing skills. Ability to analyze incoming letters, documents and reports. In the absence of supervisor assesses and acts appropriately with incoming information.

**SCOPE OF RESPONSIBILITY:** Develops and monitors work to meet objectives and unexpected challenges. Works independently and exercises good judgment, courtesy and tact in contact with families, cooperating agency social workers and other constituents. Provides continual assessment and planning necessary for efficient service delivery to families. Takes initiative in assigned duties particularly in selecting among various options to accomplish work. Assesses seriousness/urgency of situations and directs to supervisor as appropriate and as needed.

**INTERPERSONAL COMMUNICATION:** Establishes and maintains effective relationships with multiple and varied agency personnel including people of different cultures. Works well with families and cooperating agencies particularly in explaining procedures and circumstances related to the adoption process. Ability to problem solve while maintaining a respectful stance. Ability to work well with other employees. Provides regular verbal and written feedback to the Director of Adoption Services.

**IMPACT OF RESULTS:** Supports program to achieve country-specific objectives. Maximizes opportunities for successful child placement by understanding and communicating accurate child information with the team and adoptive families. Provides supervisor with support to effectively monitor and facilitate the adoption process and to achieve the country objectives.

**SUPERVISORY RESPONSIBILITY: None**

**REPORTS DIRECTLY TO:** Director of Adoption Services

**WORKS DIRECTLY WITH:** South and Southeast Asia Team, Adoption Assistants/Coordinators in other teams, US Social Services Team, other departments within Holt as needed, Branch office staff and cooperating agencies.

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#### **APPLICATION PROCEDURE:**

To ensure consideration, please submit the following application materials:

1. Job Application <http://www.holtinternational.org/employment/jobapplication.shtml>
2. Cover letter in which you clearly describe how your knowledge, skills and abilities prepare you for the job responsibilities and requirements outlined in the job posting.
3. Current resume which includes educational and professional work experience. Educational experience must include type of degree and education experience and where obtained. **Work experience must include employer name, dates of employment (month and year), position held/title and a description of duties, if position was full time or part time, and reason for leaving employer(s).**

Go to [www.holtinternational.org/employment/](http://www.holtinternational.org/employment/) to locate the job application and the instructions on how to submit the application materials for this job posting.

#### **SELECTION PROCESS:**

A Holt application, cover letter, and any supplemental materials (if requested in the job posting), will be used to select the top candidate(s). Those selected for further consideration will be invited to an interview. Prior to hiring, candidate(s) will be required to complete a pre-employment criminal history background check, motor vehicle record check, and child abuse clearance check. A credit check may be done if applicable for the position. The candidate(s) must pass the background check process in order to continue in the hiring process.

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Holt International Children's Services  
[www.holtinternational.org](http://www.holtinternational.org)