



OPEN ADOPTION & FAMILY SERVICES

Seattle Outreach Coordinator & Administrative Assistant Open Adoption & Family Services

Open Adoption & Family Services (OA&FS) is a nonprofit social services agency. Our agency is unique in that we provide free all-options pregnancy counseling. We create a safe place for expectant parents to explore their options free from judgment and make a decision that feels best to them. When the choice is adoption, we facilitate child-centered open adoptions. Expectant parents choose, meet, and create a genuine relationship with the adoptive parents, much like extended family. We provide continued post-placement services, including ongoing relationship guidance and support.

We are a progressive, pro-choice agency founded on the philosophy of openness in adoption. We have a diverse adoptive parent pool comprised of LGBTQ+, straight, married, and single individuals. We have a birth parent-led Board of Directors.

OA&FS is licensed in Oregon and Washington and has offices in Seattle, Portland, and Eugene. Regarded as the premier open adoption agency in the Pacific Northwest, we have over 35 years of experience completing child-centered open adoptions. Our agency values diverse perspectives and life experiences. We encourage people of all backgrounds to apply, including people of color, immigrants, refugees, LGBTQ+, people with disabilities, and veterans.

For more information about OA&FS, visit our website: www.openadopt.org.

Please email a cover letter and resume to info@openadopt.org. Resumes will not be considered unless accompanied by a cover letter. Thank you for your interest.

Seattle Outreach Coordinator & Administrative Assistant

Job Description

For more information on this and other employment opportunities at OA&FS, please visit our [website's employment page](#).

Hours: 40 hours a week FTE, Mon – Fri, 9 to 5 (Flexibility to reduce to 32 hours per week if desired).

Starting Annual Salary Range: \$39,520 to \$42,000

At Open Adoption & Family Services, we are committed to providing an environment of mutual respect where equal employment opportunities are available to all applicants and teammates without regard to anyone's identity or any characteristic protected by applicable law. Open Adoption & Family Services believes that diversity and inclusion are critical to our success. We seek to recruit, develop, and retain the most talented people from a diverse candidate pool.

Position Summary:

The Seattle Outreach Coordinator and Administrative Assistant is responsible for building relationships with surrounding community organizations. This includes providing information about OA&FS services, resource materials, and promoting our outreach presentation and training webinars. Additionally, they maintain the office setting, perform office administrative tasks including tracking client paperwork, creating records and files, and providing administrative support to the counselors.

Key Outreach Responsibilities:

- Work with outreach team members and the Executive Director to implement and inform the organization's outreach plan.
- Make outreach calls/emails in accordance with outreach protocol.
- Schedule and coordinate outreach presentations including - ensuring counselor assignment, coordination of details, preparing outreach materials, and follow-up.
- Track and document outreach activities and presentations in accordance with detailed database outreach protocol.
- Fulfill assigned marketing materials requests and service provider online inquiries in a timely manner.
- Identify new organizations within the community to add to database for future outreach.
- Enter new organization, constituent, and lead records.
- Maintain accuracy of outreach database by completing data clean up, adhering to database protocol, and correcting and updating information data as needed.
- Utilize database views, queries and dashboards to assist in effective outreach practices and data-driven decisions.
- Attend outreach team meetings to discuss current or upcoming outreach projects, tasks, and any new systems, protocols, etc.
- Use critical judgement, problem solving, and creativity to offer suggestions that enhance the effectiveness of the outreach program.
- Utilizing database dashboard views, ensure counselors promptly send expectant parent referral and hospital placement follow-up emails.
- Monitor inventory of marketing supplies in outreach coordinator's designated office and coordinate with staff person monitoring agency-wide inventory.
- Complete projects as requested.
- Perform other related duties as assigned by the Program Manager or Executive Director.

Key Responsibilities of Administrative Assistant:

- Organize agency events, including seasonal social gatherings.
- Maintain orderliness of office and common work areas and manage inventory of office supplies.
- Oversee maintenance of office equipment.
- Send outgoing mail and open and distribute incoming mail to staff or client files accordingly.
- Phone and website live-chat reception as needed.
- Create client files and enter new client database records.
- Maintain database client records and attach documents in accordance with protocol.
- Coordinate the completion of background checks for prospective adoptive parent clients.
- Monitor database views and dashboards that prompt completion of key business flows related to client records, services, and tasks needing completion.
- Facilitate adoptions services and finalization of adoptions by sending out reports and corresponding with adoption attorneys and related professionals.
- Assemble and send out expectant parent booklets as requested and assist counselors with screening emails.
- Track placements pending finalization, to ensure receipt of adoption decree.
- Archive dropped and closed files in accordance with archive protocol.
- Monitor archived files, shredding files that no longer need to be stored (per archive protocol).
- Monitor inventory of adoptive parent introduction letters and family books and discard in accordance with protocol guidelines.
- Provide administrative support to counselors as requested (medical records requests, etc.).

Qualifications:

To perform this job successfully, an individual must be able to perform each key responsibility satisfactorily. The requirements listed here are representative of the knowledge, skills, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Minimum Requirement: GED or a high school diploma and two or more years' experience providing customer relations or office support.

Preferred: Associate degree in business, social services, communications or similar subject area. Relevant experience, training, and demonstrated skills, preferably within a social service setting.

Language Skills:

Fluency in English, with additional languages a plus. Ability to read and interpret documents related to adoption, social services, and staff support. Excellent written and oral communication skills.

Reasoning Ability:

The ability to apply knowledge and experience to carry out procedures while using written or verbal instructions. The ability to use critical thinking and problem solving to work through complex issues that might come up during day-to-day activities.

Other Knowledge, Skills and Abilities:

- Proficiency with CRM software and information management.
- Proficiency with Microsoft Office Suite.
- Strong organizational and time-management skills, with the ability to set priorities and limits to accomplish tasks, meet deadlines, and adapt to changing priorities.
- Ability to work independently, as well as participate as an effective team member.
- Sound judgment and decision making.
- Service oriented and actively looks for ways to help people.
- Demonstrated commitment to the values of diversity, equity and inclusion.
- Commitment to professional and personal growth and challenge.

Working Conditions / Work Schedule:

Work is primarily performed in a standard office setting Monday through Friday, between the hours of 9:00 a.m. to 5:00 p.m.

Physical Working Requirements:

The physical demands described here are representative of those that an employee must meet to perform the essential functions of this job successfully. Reasonable accommodations will be provided to the extent possible and appropriate in the event of an ADA qualifying disability.

This position requires the employee to sit for long periods of time; understand the speech of another person, and to speak clearly so listeners can understand; routinely use your hands to grasp, type, move or assemble papers or other small objects. The position might occasionally lift or carry files and boxes that weigh up to 20 pounds.