

**Dillon International
JOB DESCRIPTION**

TITLE: Lifetime Support Services Coordinator

INCUMBENT:

DEPARTMENT: Lifetime Support Services

REPORTS TO: Director of Lifetime Support Services

SUPERVISES: N/A

STATUS: Exempt

JOB TYPE:

EEO CODE:

WC CODE:

AUTHOR:

BASIC FUNCTION: Lifetime Support Service programs that directly relate to family and individuals.

RESPONSIBILITIES/TASKS:

NOTE: Some descriptions may have more specific duties and/or goals and objectives attached to this form. Such attachments normally reflect unique aspects of specific locations, shifts, departments, etc.

Lifetime Support Services Coordinator

1. Develop and maintain all adoptee resource guides.
2. Develop, manage and execute independent travel program.
3. Run all volunteer background checks and document completion.
4. Manage and execute all LSS events.
5. Shop and organize all LSS supplies as needed.
6. Develop and attend all activity and team building portions for all teen retreat events.
7. Facilitate pre-teen groups, adolescent events, and parent support groups as needed.
8. Assist with research for support groups and education presentation.
9. Oversee the preparation of event materials for all LSS heritage events.
10. Assist and execute parent and child weekend seminars.
11. Scan and organize all heritage tour related material.
12. Plan Heritage tours as needed.
13. Organize and manage resource library.

14. Facilitate and manage online book club program.
15. Assist with creating LSS marketing material as needed.
16. Represent Dillon at adoption meetings and conferences as well as educate the community about Dillon's Lifetime Support Services Department as needed.
17. Work evening and weekends as needed and travel to events as required.
18. Travel as required domestically and internationally to support programs and work with some overnight stays required.
19. Seek out and obtain 15 continuing education hours each year as required by the Hague (or more as required by employee's professional license).

POSITION EXPERIENCE & ABILITIES:

NOTE: These requirements represent minimum levels in order to perform the job on a satisfactory basis. Candidates must have the ability to satisfactorily perform the essential functions of the job.

1. Requires a Bachelor's degree from an accredited program of social work or other human service field preferred.
2. Previous experience working in adoption or childhood trauma preferred.
3. Requires excellent organizational, interpersonal, oral, and written communication skills.
4. Requires ability to work with sensitive and confidential information appropriately.
5. Requires proficient ability to speak, read and write English proficiently.
6. Requires ability to relate positively, influentially, and sensitively to a broad spectrum of persons in a variety of multi-tiered relationships and settings to include but not limited to families, birth mothers and family, international agencies, staff/faculty, various organizations, cultural identities, board and council members.
7. Requires ability to work within budgets.
8. Requires ability to be a self-starter and self-motivated as well as appropriately prioritize projects and tasks.
9. Requires ability to provide strategic and logistical planning and facilitate meetings, workshops, and trips as required.
10. Requires ability to drive assigned vehicle(s) or personal vehicle, with appropriate state license, following all laws applicable; must provide proof of liability insurance and must be eligible to be insured under Dillon's insurance policy.
11. Requires proficient ability to exhibit detail-oriented skills necessary to understand and manage a wide-range of information.
12. Proficient working knowledge and ability to accurately and timely operate and perform computer related tasks with specific equipment and software applications required.
13. Requires respect for Christian principles.
14. Requires ability to use up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently and/or 10 pounds continuously to move objects.
15. Requires ability to walk, stand and sit, sometimes for prolonged periods of time.

16. Requires ability to listen, hear, talk, use hand to type or handle and feel, and to reach with arms and hands for prolonged periods of time.
17. Requires sufficient good health to properly discharge duties.

POSITION CRITICAL SKILLS:

NOTE: These requirements represent minimum levels in order to perform the job on a satisfactory basis. Candidates must have the ability to satisfactorily perform the essential functions of the job.

1. Self management. Demonstrate self-control and an ability to manage time and priorities. Make sound decisions even under pressure.
2. Communication. Clearly express ideas, either verbally or in writing, to include but not limited to grammar, organization, and structure.
3. Research. Effectively identify, collect, organize, and document data and information in ways that make the information most useful for subsequent assessment, analysis, and investigation.
4. Willingness to Learn. Assimilate and apply new job-related information promptly.
5. Ethics & Integrity. Consistently earn the trust, respect, and confidence of coworkers and customers through consistent honesty, forthrightness and professionalism in all interactions. Includes meeting commitments and promises.

POSITION CRITICAL BEHAVIORS:

NOTE: These requirements represent minimum levels in order to perform the job on a satisfactory basis. Candidates must have the ability to satisfactorily perform the essential functions of the job.

1. Team Player. Work effectively with others in the organization and outside the formal lines of authority (i.e., peers, other units, senior management, and the like) to accomplish organizational goals and to identify and resolve problems. Includes considering the impact of your decisions on others.
2. Critical Thinking. The ability to actively and skillfully conceptualize, apply, analyze, synthesize, and/or evaluate information as a guide to belief and action
3. Bias for Action. The propensity to act or decide without customary analysis or sufficient information to achieve critical goals or objectives. Includes responsible risk-taking.
4. Self-Starter. Demonstrate initiative to take action to achieve goals beyond what is necessarily called for. Includes the ability to work in a less structured environment.
5. Service Orientation. Make efforts to listen to and understand the client, anticipate needs and give high priority to satisfaction.
6. Self-Confidence. Demonstrate initiative, confidence in oneself, resiliency and a willingness to take responsibility for personal actions.
7. Thoroughness. The ability to balance an attention to detail with the cost and benefit of doing so.
8. Adaptability. Maintain effectiveness in varying environments, tasks and responsibilities, or with various types of people. Stay agile in the face of change.

NOTE: Dillon International, Inc. complies with all the employment provisions of the Americans with Disabilities Act.

The purpose of Dillon’s job description is to describe the basic function, major responsibilities/tasks and essential functions of each job so that employees can better know what is expected of them. The descriptions also provide information useful for recruiting, training, and performance appraisal. This document does not create an employment contract, nor does it modify the at-will employment status of all employees.

A job description is not meant to inhibit employee creativity or innovation. The description will be revised as job responsibilities change materially.

I acknowledge receipt of this job description.

I acknowledge that I have read this job description and any questions or concerns have been asked and answered to my satisfaction. I acknowledge that I can perform all of the essential functions of this job. I acknowledge that I thoroughly understand the requirements of this job.

Employee Signature

Date