



## **Submissions Supervisor** **Volunteer/Internship Position**

### **AGENCY DESCRIPTION:**

AFFEC is a nonprofit organization located in Eugene, Oregon. AFFEC'S mission is to find loving, permanent families for every waiting foster child.

### **JOB SUMMARY:**

AFFEC is looking for somebody capable of overseeing the management and training of our Submissions Department, which consists of three teams and process' including Home Study submissions, Inquiries and Child Listing.

### **INTERN RESPONSIBILITIES:**

Under the supervision of the Program Manager, the volunteer/intern will:

- Complete all trainings required for the team members and understand all aspects of the process
- Manage and train volunteers for three different areas which is often cyclical
- Review Home Studies for formatting and quality before sending to team
- Oversight of emails and correspondence to families, Case Workers, Adoption Workers, Inquiries, Searches, Duplicates and other general contacts. Understand how to respond in various situations with sensitivity and knowledge recognizing the goal of creating partnerships and providing excellent customer service. Be able to train others to do this and choose the right people for the roles.
- Ability to review details with team as necessary, answer questions and provide guidance on a daily basis
- When things can be done better be able to problem solve answers
- Develop and update ongoing process - edit and create training How To's (i.e., Power Point, Manual, Webinar)

### **EDUCATION NEEDED:**

Some college or degree

### **SKILLS/QUALIFICATION REQUIRED:**

- Excellent oral and written communication skills, with ability to communicate with diverse populations
- Computer skills/Data entry
- Experience using Microsoft Excel and PowerPoint
- Well organized with attention to detail and ability to carry out tasks independently
- Ability to meet deadlines and work as a team
- Experience in managing others well

### **PERSONALITY BEST SUITED FOR THIS POSITION:**

Motivated, driven, dedicated, confident, thorough, empathetic with ability to understand people's needs

### **EXPERIENCE OR SPECIAL SKILLS DESIRED:**

Attention to detail, strong follow through, good writing skills as related to correspondence that builds on partnerships and meeting people's needs, team player with ability to manage others effectively, attention to detail and passion for the work as it relates to our mission

### **SCHEDULE:**

Approximately 15 hours a week

**CONTACT:** Volunteer Coordinator [info@afamilyforeverychild.org](mailto:info@afamilyforeverychild.org) 541-343-2856

