



Manager of Programs/Pre+Post Adoption Support

Full Time (Franklin, TN - Hybrid)

Mission

Show Hope's mission is to care for orphans by engaging the Church and reducing the barriers to adoption.

Job Summary

The Manager of Programs/Pre+Post Adoption Support supports the Director of Programs to promote Show Hope's mission, vision, core values, and strategic plan. Personal qualities include integrity, credibility, and a willingness to sign Show Hope's [Statement of Faith](#).

The Manager of Programs provides general oversight of Show Hope's Pre+Post Adoption Support program, including (but not limited to) overseeing the Trust-Based Relational Intervention® (TBRI®) Practitioner Scholarship application process and TBRI Practitioner database, maintaining communication with and organizing events for Show Hope's Care Centers Legacy families, and supporting the maintenance and expansion of post-adoption resources. This position maintains close relationships with the staff at the Karyn Purvis Institute of Child Development at TCU (KPICD) as well as adoption agencies. This position also provides additional support for other programmatic endeavors, including specific tasks within the Adoption Aid grant program. This manager will travel as needed to represent Show Hope.

The Manager of Programs/Pre+Post Adoption Support reports to the Director of Programs and supports the Programs team to serve Show Hope in the following key areas:

Manager Responsibilities

- Support Show Hope's mission, vision, core values, and strategic plan, managing various tasks pertinent to the assigned department and working with the Executive Director, Executive Leadership, and Director of the department.
- Manage/lead direct reports, interns, outside agencies and relationships to obtain desired results while maintaining commitment to Show Hope's core values.
- Manage the performance of necessary office work that is directly related to the administration or general business of Show Hope.

Key Functions and Responsibilities

- Provide oversight to Show Hope's Pre+Post Adoption Support program.
- Manage the TBRI Practitioner Scholarship application review process by incorporating trauma-informed, attachment-focused principles into evaluations.
- Respond to inquiries from and support TBRI Practitioners in the scholarship application process.
- Assist families asking for personal post-adoption resources and/or advice.
- Periodically reassess the relevance and efficiency of the TBRI Practitioner scholarship application process.
- Foster community among Care Centers Legacy families through periodic communications.
- Manage planning and event logistics for annual Connection events and periodic national Reunion events for Care Centers Legacy families.
- Support Programs team in preparing Adoption Aid grant application potentials for committee review.
- Support Programs team in processing disbursement of Adoption Aid grant funds when requested by adoption agencies.
- Assist, as needed, with other administrative aspects of Programs, including but not limited to providing budget details, engaging in strategic planning and tracking, processing receipts for purchases, running reports, ordering supplies, providing updates for presentations, and preparing mailings.
- Provide event support for the annual Hope for the Journey Conference filming.
- Assist the Director of Programs in expanding Show Hope's Hope for the Journey Conference free access and related resources to state child services.
- Coordinate with Communications to develop events, publications, campaigns, and content.
- Serve as Show Hope's primary point-of-contact regularly interfacing with the KPICD, regarding TBRI Practitioner Trainings.
- Serve as the Program's team primary point-person for booking travel and accommodations.
- Act as a representative within the adoption advocacy, orphan care support, and child welfare communities as needed at key meetings and/or regional and national conferences.

Education and Experience Requirements

- 5+ years of office experience in related field (i.e. Adoption Advocacy, Child Welfare, etc.)
- Bachelor degree required, master's preferred
- Strong understanding of landscape of adoption, including the adoption process, adoption triad support, adoption agency protocols, relevant policies, and effective support resources
- Certified Trust-Based Relational Intervention® (TBRI®) Practitioner preferred or willingness to obtain the certificate
- Excellent verbal, written, and presentation skills

- Proficiency in Word, Excel, Google Apps, and Asana
- Knowledge of Salesforce, Pardot, or other CRM tools preferred
- A self-starter who is flexible and able to multitask while maintaining attention to detail
- Highly detailed and task-oriented with the ability to work within a team structure when completing these tasks
- Strong project management skills with proven track record of implementing and managing details with efficiency and excellence
- Occasional travel as needed