

# Community-Based Outreach Doula

(08.09.2022)

## ABOUT OPEN ARMS

Open Arms was founded in 1997 by a small group of community members who envisioned a future where no one would have to give birth without support. They imagined a world that cherishes birthing people, their babies, families, and communities. Today, that vision translates into a powerful community-based organization with a team of more than 65 staff, doulas, and contractors serving more than 300 women and their families annually who qualify based on income. Open Arms primarily serves the Black, American Indian / Alaska Native, Somali and Latinx communities. Like our clients, over 90% of staff identify as people of color, and some are former clients. We are highly-regarded for providing culturally responsive and appropriate support.

Today, Open Arms has an annual operating budget of more than \$3.7 million dollars through a combination of funding from public institutions, private foundations, as well as individual donors. We are poised for more growth. We weathered and grew during the COVID-19 crisis thanks to careful planning, a talented team, and financial reserves.

Open Arms recognizes that the earliest experiences impact development, and we work with families to give our next generation the best beginning. Social justice and racial equity permeate all that we do. We work in true partnership with the communities we serve, listening to their hopes and dreams for pregnant people, babies and new parents, and providing resources to help transform those dreams into reality. Ninety percent of the world's wealthiest countries surpass the United States on measures of maternal and child health and well-being. This impact is felt disproportionately by American babies born into economic oppression, whose parents too often experience stress, social isolation, domestic violence, food insecurity and unstable housing in addition to insufficient health and parenting resources. In King County today, American Indian / Alaska Native and Black infants are twice to four times more likely to die within the first 28 days of life than White infants. Open Arms' services work to address and mitigate these risk factors, so that pregnant people and babies receive the best possible start and are

Open Arms' services and community-based approaches are working. Open Arms is the first community doula program in the nation to be nationally accredited through HealthConnect One, a national leader in advancing equitable, community-based, peer-to-peer support for pregnancy, birth, lactation, and early parenting. Our families' outcomes exceed local and national measures. Our agency has won several local awards including the Seattle Human Services Innovative Programs Award, as well as SOAR's Community Achievement Award. Our current funding partnerships with Best Starts for Kids, the Department of Children Youth & Families, the City of Seattle, and the Perigee Fund demonstrate that Open Arms has earned the support and respect of the local philanthropic community.



## MISSION

Open Arms provides community-based support during pregnancy, birth, and early parenting to nurture strong foundations that last a lifetime.

## VISION

Thriving children. Healthy families. Powerful communities.

## VALUES

- **Respect:** Holding complexity for people and cultures
- **Family:** Relationships are at the heart of what we do
- **Justice:** Boldly disrupting oppression

# JOB DESCRIPTION

Open Arms is searching for full-time Community-Based Outreach Doulas (CBOD). Individuals identifying with one or more of the following communities are welcome to apply: American Indian/Alaska Native, Black/African American, Pacific Islander, Somali, and/or Latiné/Spanish Speaking. To align with the national Community-Based Outreach Doula program model, the CBOD must be a trusted member of and from one of the focus communities. This home-visiting model allows CBODs to provide culturally responsive care by bridging language and culture. Open Arms' CBODs are trained to provide pregnancy, birthing, and parenting support and they work closely with the family until the child reaches 2 years old. This model supports strong infant and early childhood health resulting in increased lactation rates, fewer C-sections and medical interventions, stronger parent-child development, and positive prenatal and birth care. Our Outreach Doula program currently consists of a Director of Programs, Lead Outreach Doula, Outreach Doula Program Administrator, Clinical Consultant, and four other community-focused CBODs.

## **Direct Service Work**

- Maintain a caseload of 12 to 15 families who are located in King County and Pierce County
- Provide two one-hour long in-person home visits for each family on your caseload per month
  - Visits include individual pregnancy support, including providing up-to-date and culturally appropriate childbirth education and information.
  - Model fidelity weekly from 36 weeks to 12 weeks post-partum and requires 4 visits in the first two weeks postpartum.
- Provide continuous doula support throughout labor and birth, CBOD is expected to attend each birth unless previously scheduled back up is identified ahead of time.
  - Be on-call 24/7 for two weeks before and after each family's due date.
- Develop strong relationships with clients focusing on healthy pregnancy, birth, and parenting. Assist with parental/infant bonding, infant social-emotional development, infant feeding, and other postpartum support as needed.
- Conduct screenings and provide prenatal, birth, and early parenting education to families as outlined by Open Arms Outreach Doula guidelines. (approximately 1 screening per month per family)
- Work within the Community-Based Outreach Doula scope of practice and follow safe working practices.
- Participate in professional development through continuing education, committees, and work groups.
- Respond to phone and virtual contacts within one business day and email within two business days for clients
- Perform other duties as assigned.

## **Data Management and Reporting**

- Document every home visit and phone contact weekly through Apricot and data collection forms.
- Maintain accurate client records, including intakes, assessments, and client exits on a weekly basis.
- Turn in additional information for reimbursement such as mileage and Paid Time Off into Expensify, and Pay Northwest weekly.
- Report monthly grant requirements to the Outreach Doula Program Administrator, when requested.
- Enter data into Apricot and any other grant required data management system.
- Comply with HIPPA standards of privacy to maintain client confidentiality.

## **Program Support and Community Advocacy**

- Engage with the community and take on leadership roles within the community that focus on social justice and equity for our families.
- Speak at various panels, conferences, and community events and build relationships with community partners.
- Provide feedback from the community to inform and improve culturally responsive services.
- Attend conferences locally/virtually and occasionally out of state; share information back with other Community-Based Outreach Doulas.

# REQUIRED QUALIFICATIONS

- Experience in both areas of early childhood and birth work. Approximately one year of experience is required for one of these areas. Candidates who can demonstrate strength in both areas will be given priority.
- Demonstrate knowledge of current information regarding Community-Based Outreach Doulas, birth work, lactation support, early parenting, attachment, bonding, and early learning.
- Candidates must be able to demonstrate that they are of and from the focus community including providing references and examples of community-based work.
- Passion for and commitment to the mission of Open Arms and community-based work.
- Must have a deep knowledge of and appreciation for culturally responsive services, especially during the perinatal period and early parenting period.
- Experience in working with a diverse staff and with communities of color. Able to collaborate successfully with diverse team members. The applicant should have a strong racial, disability, gender and economic justice framework.
- Commitment to anti-oppression and de-colonization work with a focus on racial equity and reproductive justice, specific to birth justice.
- Able to work independently on time management, scheduling, and home visits.
- High level of responsibility, communication, and follow through.
- Demonstrate the ability to recognize complex situations and respond appropriately by seeking appropriate resources or referring out, as necessary.
- Able to maintain confidentiality around HIPAA-protected information.
- Able to provide unbiased guidance and collaboration to families and coworkers.
- Complete a 40+ Hour Community Doula Training Program with Open Arms as well as other training requirements within one year of hire date. These trainings will be provided by Open Arms and some trainings need to be completed first before taking on any clients.
- Ability to meet program deadlines and expectations.
- Ability to communicate in English verbally and written.
- Have basic computer skills: Sending emails, editing documents, and attaching files to emails.
- Valid Washington State Driver's License and reliable transportation with current automobile insurance. This position requires frequent driving and visits to client homes.
- Offer for employment is contingent upon successful completion of a reference and background check.

## **Mental and Physical Requirements**

The physical/mental demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to individuals with disabilities to perform the essential functions.

### **Mental Requirements:**

This position continuously requires interpersonal skills, teamwork, customer service, use of discretion, performing basic math, independent judgment and/or independent action, and reading, writing, speaking, and understanding English. Frequently requires independent decision-making and problem analysis to make recommendations for improvement and/or be involved in discussions around changes. The position requires creative thinking for resourcefulness and process improvements. Attention to detail also required.

### **Physical Requirements:**

This position continuously requires sitting, hearing (using assistive devices if needed), and repetitive motion of the hands/wrists. Open Arms is housed in a wheelchair accessible, scented building, with wheelchair accessible bathrooms. Access to reliable transportation will be required for work-related travel. Daily working conditions include an open-office work environment at our Seattle location on Beacon Hill\*, normal office work, and frequent driving and travel to client visits and other locations as needed. Some tasks require the ability to lift items heavier than 10lbs. Employment is not dependent on the applicants' ability to lift items.

*\*See note below about COVID-19 work environment*

## ADDITIONAL INFORMATION

**Note about COVID-19 work environment:** Since March 2020, Open Arms quickly adjusted to a remote-work model for all office support staff and an adapted visit model for home-visiting doulas. Most meetings are conducted virtually. At least one meeting per month will be held in-person with COVID-19 precautions such as: testing, masking and distancing. Birth support and home visits are offered to families in-person. Open Arms will provide you with the technology and equipment you need to be able to complete paperwork and virtual meetings comfortably and safely from home. Feel free to discuss any concerns you have during the interview process

## WHAT WE OFFER

**COMPENSATION:** This is a 40-hour-per-week, exempt position with a salary range starting at \$50,000 annually, commensurate on experience and qualifications.

**BENEFITS:** paid health, dental, vision, and disability insurance; generous paid time off starting at a total of 43 days per year for full-time equivalent employees (12 days per year to start for full-time employees with anniversary increases; 12 days for sick and safe time; 17 paid holidays; 2 floating holidays); employee assistance program; mileage reimbursement; monthly additional stipend that covers cell phone use, self-care, and work-from-home set up; and professional development opportunities. Option to contribute to a 401k, flexible spending and dependent care expenses account, and supplemental insurance.

**PROFESSIONAL DEVELOPMENT:** Open Arms is committed to the professional development of our staff. Each year we allocate professional development funds for each employee as well as support various group-training opportunities provided by Open Arms or by outside organizations. We know that historically BIPOC individuals do not have the same opportunities in society and as a result, these communities are underrepresented in leadership positions. We aim to support employees in their advancement both within Open Arms and beyond our organization.

**FLEXIBLE & FAMILY-FRIENDLY ENVIRONMENT:** Open Arms is proud and committed to being a family-friendly workplace. We offer flexible work schedules with remote work being part of the usual weekly schedule for almost all staff as it fits with their job duties.\* We also offer generous PTO for self and family care. We have an onsite lactation lounge and encourage lactation in the workplace. **Note: Children are not allowed at home visits**  
\*See note above COVID-19 work environment

**SUPPORTIVE AND INCLUSIVE CULTURE:** We have an informal workplace culture, and staff develop strong, supportive connections with each other. We have a highly collaborative culture and an open office work environment. We are proud of our extremely diverse staff in all demographic areas, which creates a very rich and inclusionary organizational culture. More than 80% of our staff identify as people of color.

**COMMITMENT TO EQUITY:** Open Arms strives to be an affirming, positive, diverse work environment. Open Arms provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. We strongly encourage applications from communities of color and other historically underrepresented and marginalized groups.

## APPLICATION PROCESS

[Complete Open Arms' job application](#), send a resume and cover letter to [hiring@openarmsps.org](mailto:hiring@openarmsps.org) with "Community-Based Outreach Doula – [Insert focus community]" in the subject line by **September 2, 2022**. No phone calls or paper submissions please.