

# Lactation Support Peer Counseling (LSPC) Program Lead

(02.08.23)

## 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 families annually who qualify based on income. Open Arms primarily serves the Black, American Indian / Alaska Native, Somali and Latiné 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, and 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.

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 and 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

## POSITION SUMMARY

The Lactation Support Peer Counseling (LSPC) Program Lead will directly supervise a team of Lactation Support Peer Counselors while working closely with a LSPC Clinical Lead, a Program Administrator, and a Director of Programs. This position will be responsible for planning and implementing program processes and team building for the Lactation Support Peer Counselors, fostering community outreach, and managing and utilizing program data. The ideal candidate should have extensive experience in and a deep understanding of community-based services and lactation services; program and team management; and a strong foundation with advanced knowledge around anti-racism, decolonization and deconstructing anti-blackness, and supporting BIPOC direct service providers.

## Program Development and Management

- Plan and implement systems of process to meet program needs
- Support coordination between other Open Arms teams and departments
- Participate in team meetings, required grant meetings, and community meetings and events, as needed
- Participate in regular professional development opportunities, related partnerships, and coalitions
- Organize and lead LSPC Program meetings and retreats based on program and organization-wide themes
- Solicit feedback and recommendations from the LSPC team
- Coordinate with the LSPC team to implement any recommendations for program processes while making sure they are documented and up to date
- Oversee referral process and client enrollment
- Match clients with LSPCs
- Approve visits for program contractors
- Implement and monitor program processes to ensure efficient service delivery
- Lead the hiring and onboarding process of new staff and contractors; work closely with the LSPC Clinical Lead and Director of Programs
- Oversee accurate and timely data collection, and submission of reports
- Ensure that program activities and service delivery align with community-based and direct-service best practices and Open Arms' mission and policies.

## Direct Service Supervision

- Supervise and support direct service providers in accurately maintaining electronic record management and data entry tasks to ensure that client and program data is captured timely, accurately, and efficiently
- Support and coordinate Lactation Support Peer Counselor backups, caseload coverage during vacations, openings, and unexpected leaves
- Regularly meet with Lactation Support Peer Counselors to provide coaching, mentoring, and administration supervision to ensure compliance with program practices, values, and standards
- Approve timesheets, PTO requests, and expense reports
- Help Lactation Support Peer Counselors identify professional development opportunities and maintain required trainings
- Ensure that the program is at full enrollment capacity and manage the team's outreach efforts
- Communicate scope of work for Peer Lactation Counselors
- Occasional on-call support outside of traditional work hours to support LSPCs (Clinical consultants are available)

## Outreach, Networking, and Marketing

- Develop and maintain community relationships with referring providers and partners and perinatal providers
- Collaborate with the Communications Lead and Development department for marketing efforts
- Contribute to Programmatic Anti-Racism, Decolonization and Deconstructing Anti-Blackness
- Co-lead teambuilding through sharing traditions
- Foster skill sharing (medicine making, storytelling etc.)

- Encourage regular collaborations/presentations
- Participate in Lactation Lounges
- Support advocacy efforts related to the program
- Occasional presentations or meetings outside of traditional work hours (advance notice will be given as much as possible)

#### **Data and Compliance Management**

- Provide monthly reports of enrollment, deliverables, and outcomes to the Director of Programs
- Communicate trends, program gaps, and needs to Director of Programs
- Prepare reports and deliverables for funder site visits and as needed
- Continuously update program policies, process, and procedures
- Work with the Director of Programs, Lead Program Administrator, and consultants to further refine systems, processes, and the infrastructure of our cloud-based Apricot database; assist with continuous quality improvement; and improve ways to convey program impact through data and storytelling.
- Ensure client confidentiality and Open Arms privacy policy compliance
- Analyze data for continuous quality improvement

## **REQUIRED QUALIFICATIONS**

- Successful work experience as a Lactation Support Peer Counselor (at least approximately 2 years)
- Successful work experience in building and supervising a team (at least approximately 1-2 years)
- A deep appreciation and understanding for community-based programs, culturally responsive programs, and the Lactation Support Peer Counselor model
- Ability to develop positive relationships with clients, LSPCs, doulas, funders, providers, organizations, and staff
- Highly people oriented and collaborative with strong interpersonal and communication skills over the phone, through email, and face-to-face.
- Ability to independently manage work time and ability to plan, coordinate, and prioritize work projects according to deadlines for your own work as well as team projects.
- Demonstrated success in creating and implementing systems and processes with colleagues and teams.
- Comfort with change and adapting to new structures and systems
- Ability to maintain confidentiality around sensitive information
- Ability to receive and provide constructive feedback with a coaching approach (coaching experience and / or reflective supervision is a plus; candidate must be willing to learn and strengthen this approach)
- Experience in working with a diverse staff and with communities of color. The applicant should have a strong racial, disability, gender and economic justice framework
- Passion for and commitment to the mission of Open Arms including commitment to anti-racism, anti-oppression, and de-colonization work with a focus on racial equity, reproductive justice, and birth justice
- Aptitude for proactively solving problems with creativity and resourcefulness
- Understanding of online tools and willingness to learn. Comfortable working with Microsoft Office applications, Zoom, and databases.
- High-level of personal and professional integrity and ethics.
- Flexibility in work schedule and ability to be on call to support LSPCs (clinical consultants are available as well).
- Highly organized with strong attention to detail, follow up, and task management
- Proof of full vaccination against COVID-19 is required for in-person work.
- Background check and reference checks required
- Proof of eligibility to work as an employee in the U.S.

### **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 occasional driving to offsite meetings and events 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**

### **Birthwork in addition to this position:**

*Open Arms deeply appreciates the skill and experience that birthworkers bring to our world. Based on the demands and requirements of this particular position, if the applicant is interested in taking on any births for Open Arms clients, the applicant can only take on one (1) Open Arms birth per year. Being an active or current doula is not a requirement of the position; however, we do look for previous lactation support experience for this role.*

***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 and most staff are conducting work remotely with the exception of: At least one meeting per month will be held in-person with COVID-19 precautions such as: testing, masking and distancing; and 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 work and virtual meetings comfortably and safely from home and to safely conduct work in person. 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 of \$63,000 - \$66,000 annually, commensurate on experience and qualifications.

### BENEFITS:

- Paid health, dental, vision, and short-term 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. Children of any age are welcome in our office, and many staff bring their children to work on a regular or as-needed basis. We have an onsite lactation lounge and encourage chestfeeding 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

Visit our [CAREER CENTER](#) to submit your cover letter and resume. Applications will be accepted until the position is filled. Please contact [hiring@openarmsps.org](mailto:hiring@openarmsps.org) if you have any questions. No phone calls or paper submissions please.

Currently interviews are being conducted virtually. If someone from our hiring team reaches out to schedule an interview, please let us know about any accommodations or technology needs you might have in order to participate in the interview.