

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, the Perigee Fund, and McKenzie Scott's Yield Giving Open Call 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 looking for a full-time Community Education Administrator (CE Administrator) who thrives in working behind the scenes to manage daily operations, trainings and events, and tracking program details. We are looking for someone who is proactive and loves planning, has a deep passion for administrative work, and loves coordinating details. The ideal candidate should have a knack for developing and managing systems, a strong background in process development, program evaluation and data collection/evaluation, and should be proficient with technology and online tools.

The CE Administrator will report to the Lead Administrator and work closely with the Community Education Lead, the Director of Programs, and with staff across the organization. The CE Administrator will join a developing team, the Community Education and Engagement Program. This team organizes professional development for internal and external BIPOC birthworkers, provides presentations and education to external groups, and engages in advocacy for maternal health and family services. The ideal candidate will have a deep understanding of and experience with certifications and trainings related to birth and lactation work, the Outreach Doula model, and infant mental health. Since this position is an essential part of a newly forming team, this candidate should be extremely comfortable with change and should have a strong desire to build new systems and processes, including developing a program manual of processes and procedures.

The CE Administrator will work in person and online to manage trainings, required certifications, and ongoing learning for Open Arms Direct Service Providers (Birth Doulas, Outreach Doulas, Family Connectors, and Lactation Support Peer Counselors). Occasional evenings and weekends and flexibility during the workweek will be needed to align with training schedules. This position requires weekly in-office work (approximately minimum 3 days a week) and a consistent weekday schedule during Monday – Friday, 9am-5pm. Providing stability, reliability, and consistency for the team is crucial to this role.

- Manage all logistics for in person and online trainings from planning and preparation, to supporting trainings as they are happening, to follow up after the event. Logistics for trainings including securing venue(s) and space set up (or set up for virtual tools), registration, contract development, invoicing, initiating agreements for speakers, managing expenses, coordinating facilitators and translators, purchasing and preparing materials, arranging interpreters or translators, providing day-of support, and conducting surveys and event debriefs.
- Efficiently utilize and introduce cloud-based tools for tracking deadlines and renewals, for Open Arms classes/workshops/trainings and trainers (in person and online), and to create and manage a repository of resources.
- Coordinate logistics with external organizations that are hosting relevant trainings or events, coordinate communication to staff of relevant trainings offered in the community.
- Maintain an up-to-date internal calendar of all group and Community Education activities to support communication across programs. Coordinate with the Communications team and programs team to promote trainings for the broader community.
- Maintain a training and required-certifications calendar that tracks renewal deadlines (including renewals for individuals), key external training opportunities, and Open Arms-hosted trainings.
- In collaboration with the Community Education Lead and Program Leads, create and maintain a library of presentations, resources, and frequently requested educational topics.
- Work with the HR team and Program Administrators on tracking requirements for Open Arms direct service providers and help guide the process for renewing training requirements for staff.
- Data entry in HR system and programs database. Make recommendations for improvements on tracking details.
- Arrange interpreters and translators for trainings and resources.
- Develop, maintain, and continuously improve a process and system for conducting Open Arms trainings. Work closely with the Community Education Lead who is responsible for content development. Make improvements or collaborate with colleagues to make necessary changes.
- Stay up to date on trends and professional development opportunities for direct service providers.
- Assist with editing, collating, preparing, and streamlining presentation materials.
- Support Community Education Lead and other Open Arms staff in providing community presentations.

- Work with the Community Education Lead to ensure that curriculums, trainings, and facilitators: align with Open Arms mission, vision, and values; are community-based and culturally-responsive; center anti-racism, decolonization and deconstructing Anti-Blackness
- Manage program details for Childbirth Education contractors and other related contractors.
- Support the programs in coordinating Reflective Consultation across the organization.
- Support and manage process to support State Doula Certification and renewals.
- Develop and maintain certificates of completions and participation of Open Arms Community Education Trainings.
- Support the Practicum Program including interviewing, onboarding, weekly support and task assignment.
- Support logistics for the Open Arms Community Advisory Committee.
- Participate in team meetings, required grant meetings, and community meetings and events as needed.
- Prepare data insights to facilitators and program leads to improve delivery of trainings and content.
- Make recommendations for program development.
- Develop and maintain a detailed guide of maintaining the Community Education Program at Open Arms.
- Perform other related duties as assigned.
- Internal and external trainings include and are not limited to:
 - Lactation support
 - HealthConnect One requirements
 - Birth doula and Outreach Doula trainings
 - Promoting First Relationships (PFR)
 - Train-The-Trainer workshops
 - Doula interventions
 - Grief & loss support for clients
 - Ages and Stages Questionnaire (ASQ) - Developmental Assessment
 - General Anxiety Disorder (GAD) - 7 Assessment
 - CPR
 - HIPAA guidelines
 - Mandated Reporting
 - Racial equity and trauma-informed practice
 - Best practices and soft skills
 - International Board Certified Lactation Consultant (IBCLC) certification and advisory
 - Childbirth education
 - Doula certification
 - Reflective Consultation
 - Domestic violence support (WSCADV and Futures Without Violence)
 - Infant mental health

REQUIRED QUALIFICATIONS

- Demonstrated success in an administrator or operations related role for at least 2 years
- Exceptional project management and organizational skills. Highly organized with strong attention to detail, follow up, and task management.
- Demonstrated success and a strong desire for building and implementing new systems and processes
- Strong proficiency with technology, understanding of online tools, and willingness to strengthen knowledge and learn new tools. Comfortable working with Microsoft Office applications, Zoom, and databases.
- Ability to use technology and online tools to help create presentations, track event information, and administer participant surveys
- Knowledge of required trainings listed above; The candidate does not necessarily have to be an expert or experienced facilitator in all of the above areas, but they must have a basic idea of what they are and why the trainings are needed. Knowledge of local, community-specific trainers is a plus.
- Familiarity with birthwork, parenting, and early learning is a plus.
- High-level of personal and professional integrity and ethics.

- 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.
- Strong interpersonal and communication skills over the phone, through email, and face-to-face.
- Success in collaborating with a diverse team and with other teams across the organization
- Demonstrated ability to be proactive and follow through on completing tasks
- Ability to receive and provide constructive feedback to improve processes and development of a new team
- Excellent interpersonal skills and experience working with communities of color and people from a variety of backgrounds and cultures. The applicant should have a strong racial, disability, gender and economic justice framework. They should also have the proven ability to develop positive relationships with clients, colleagues, external partners, and volunteers.
- 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, birth justice, and community-based work.
- A deep appreciation for and understanding of community-based programs, culturally responsive programs
- Deep understanding of, and ability to work with, the systems that serve communities impacted by trauma, racism, discrimination, and health disparities.
- Aptitude for solving problems with creativity and resourcefulness
- Ability to develop positive relationships with direct service providers, partner organizations, contractors and staff
- Comfort with change and adapting to new structures and systems
- Demonstrated success in creating and implementing systems and processes
- Ability to maintain confidentiality around sensitive information
- Reading, writing, and speaking in English is required for daily communications. Ability to communicate in other languages is a plus.
- Ability to be in the office at least 3 full days a week on a consistent basis and work online Monday – Friday during 9am-5pm (occasional schedule changes to align with trainings and events).
- Access to reliable transportation to be in the office on a weekly basis (approximately 3 days per week), occasionally picking up and dropping off supplies for in-person trainings, and occasionally at off-site locations.
- COVID-19 proof of full vaccination, booster after January 2022, or medical or religious exemption request is required for in-person work.
- Background check and reference checks required
- Proof of eligibility to work as an employee in the U.S. and a Washington state resident.

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 driving and travel for job-related duties. Some tasks require the ability to lift items heavier than 10lbs.

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.

Work schedule and/or Work environment:

- In-person work schedule: at least 3 days per week
- Remote work schedule: online work is possible for hours outside of office days
- Driving – proof of current driver's license and insurance
- General hours during Monday – Friday, 9am – 5pm. Occasional night and weekend work to align with trainings and events.

Note about hybrid work environment:

Most meetings can be conducted virtually, and many staff are working remotely if their job duties allow. In-person required activities include but are not limited to at least one team meeting per month, monthly org-wide meetings, client visits, and pick up/drop off items.

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. Feel free to discuss any concerns you have during the interview process.

Since COVID-19 is still prevalent and our work is centered on high-risk populations (pregnant people and babies), Open Arms takes extra precautions such as staying home if you are feeling unwell, masking for a defined period of time for certain COVID-19 reasons, and testing when needed. In some cases, remote work is a possibility if staff need to refrain from in-person work for health & safety reasons.

WHAT WE OFFER

COMPENSATION: This is a 40-hour-per-week, non-exempt position with an hourly rate of \$27.50 - \$28.50 (approximately \$57,000 - \$60,000 annually), commensurate on experience and qualifications.

BENEFITS:

- Paid health, dental, vision, and disability insurance
- Generous paid time off including vacation, sick, and holidays: 13 days of vacation per year for full-time employees with anniversary increases; 13 days for sick and safe time; 23 paid holidays; 2 floating holidays
- Employee assistance program
- Mileage reimbursement
- 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

FLEXIBLE & FAMILY-FRIENDLY ENVIRONMENT:

Open Arms is proud and committed to being a family-friendly workplace. We offer flexible work schedules with

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.

remote work being part of the usual weekly schedule for almost all staff as it fits with their job duties. We also offer generous paid-time-off 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**

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](#), find the applicable job opening, and submit your cover letter and resume. Applications will be accepted until the position is filled. We place a heavy importance on cover letters during the screening process. Cover letters give us deeper insight into your experience and interest in Open Arms' work. Please do not skip this step.

If you have any questions, contact hire@openarmsps.org. No phone calls or paper submissions please. Interviews will be conducted in person and 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 to participate in the interview.