

# Family Support Services & Volunteer Coordinator

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## ABOUT OPEN ARMS PERINATAL SERVICES

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

The Family Support Services and Volunteer Coordinator (FSSV Coordinator) is a full-time, non-exempt position that will support the daily functions of the Family Support Services team. Our Family Support Services team provides supportive resource navigation, hosts peer support parenting groups, organizes community events for families, and builds referral relationships with community organizations that provide services for families from pregnancy to age five. Volunteers mostly help with Family Support Services activities, and the FSSV Coordinator will be their main point of contact for onboarding, scheduling, tracking, and stewardship for our volunteers. The Family Support Services Team is comprised of a Director, Program Administrator and Lead, Intake Coordinators, and Family Connectors. This position reports directly to the Program Administrator and Lead. Since we are revamping the previous Volunteer Coordinator position and adding a new component of Family Support Services Coordinator, the ideal candidate should be comfortable with change and learning new processes.

## **Family Support Services Program Coordination (50%)**

- Coordinate resource pick up days; work with volunteers and staff to prepare items; be onsite for pick up days
- Coordinate logistics of donated baby items (arrange WSB pick ups, donations from other places)
- Coordinate with other programs on emergency deliveries to clients
- Process WSB Requests and Resource Requests and coordinate with providers/families for pick-up logistics.
- Follow up with families through phone calls, emails, and messaging systems
- Research resources for families and ensure resources are up to date
- Support planning for FSS events and meetings (Community Connector Events, Resource Roundtables, etc.) and other community outreach events. Share information with OA staff and partners.
- Point of contact for volunteers and students helping with FSS tasks
- Be in the office at least 3 days a week; remote work for the remainder of the week; occasional variation in work schedule is okay
- Light Data entry and tracking in online database, Apricot
- Order, organize, and maintain program supplies and materials
- Perform other related duties that support the Family Support Services team
- Support with ordering supplies and organizing gift cards provided through barrier busters+
- Support translation and interpretation contractors, resources, and needs
- Support with coordinating Baby Boutique resources and track inventory through internal inventory system (AssetTiger)

## **Volunteer Coordination (50%)**

- Serve as the initial point of contact for potential new volunteers by responding in a timely fashion via phone, email, and/or in person.
- Screen volunteers and match volunteer skills/experiences to current organizational needs
- Coordinate volunteer placement and scheduling
- Maintain volunteer records in Little Green Light, contact rosters, and communications systems
- Regularly communicate with volunteers and their program contact
- Gather required documents for volunteers including background checks and information forms.
- Organize and facilitate onboarding and orientation sessions for new volunteers: building and office tours, collecting contact information, code of conduct, volunteer expectations, and time tracking.
- Work with the Operations team to develop training programs for volunteers and staff who work with volunteers.
- Provide ongoing support to volunteers, including communication, troubleshooting (scheduling conflicts, volunteer placement, code of conduct), and identifying appropriate training and opportunities.
- Connect with Open Arms staff to evaluate and assess volunteer needs.
- Coordinate volunteer recognition activities, sometimes overlapping with Development or organization-wide activities.
- Develop and maintain volunteer job descriptions, training, and orientation procedures.
- Educate and inform volunteers about Open Arms' programs.

- Coordinate volunteers on-site and for one-time events including pre-event/activity communication, gathering necessary supplies, and being on-site to organize volunteers and answer questions.
- Some local travel and occasional night/weekend work required with advance notice.
- Assist with interns, practicum students, and other student-oriented volunteers by providing ongoing support and task supervision.
- Perform other related duties as assigned.

## REQUIRED QUALIFICATIONS

- Prior work with coordinating volunteers and with administrative support (approximately 1 year).
- 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.
- Highly people oriented and collaborative with strong interpersonal and communication skills over the phone, through email, and face-to-face.
- Understanding of online tools and willingness to learn. Comfortable working with Microsoft Office applications, Zoom, and databases.
- 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.
- Aptitude for solving problems with creativity and resourcefulness
- Highly organized with strong attention to detail, follow up, and task management
- Experience with light data entry and willingness to expand database support work; prior knowledge of Little Green Light and/or Apricot is a plus.
- Access to reliable transportation to be in the office regularly three days a week and occasionally at off-site locations. Ability to travel primarily within Seattle and King County, sometimes transporting supplies.
- High-level of personal and professional integrity and ethics.
- Ability to maintain confidentiality around sensitive information
- 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.
- 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.
- Excellent ability and experience connecting with underserved and underrepresented people, as well as a strong, intersectional approach to promoting racial equity and anti-oppression work.
- Prior work experience in birthwork, parenting, early learning, or community resource connection (resources, referrals, support planning, services management, advocacy support) is a plus.
- Comfortable with change and adapting to new structures and processes
- Reading, writing, and speaking in English is required for daily communications. Ability to communicate in other languages is a plus.
- COVID-19 vaccination is required for this position. Proof of full vaccination will be requested during hiring.
- Proof of eligibility to work as an employee in the U.S.
- Background check and reference checks required

### **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 commuting and work-related travel. Daily working conditions include an open-office work environment at our Seattle location on Beacon Hill\*, normal office work, and local driving and travel for work-related duties. 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.

**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. Many meetings are still conducted virtually and most work is being done remotely, with the exception of activities including but not limited to:

- At least one team 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.
- Some positions require a regular schedule of in-person work. This requirement will be shared in the job description and during the recruitment process.

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.

For in-person work, Open Arms requires full vaccination against COVID-19 and face masks for ages 2+. Children of staff and contractors can join their parent in the office as it fits with the staff/contractor's job duties. Children ages 6months+ are required to be fully vaccinated against COVID-19 if they will be in the office. **Note: Children are not allowed at home visits**

## WHAT WE OFFER

**COMPENSATION:** This is a 40-hour-per-week, non-exempt position with an hourly rate range of \$26.50-\$28.00 per hour (equivalent to a salary range of \$55,120-\$58,240 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.