

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 hiring a full-time Family Connector to provide resource navigation support for Open Arms families. This position is focused on serving the African-American/Black and Spanish-speaking/Latine communities, however we welcome families from all communities. We are looking for a compassionate individual who enjoys working with Open Arms Families and other community members, making warm connections to culturally relevant resources. The Family Connector strengthens pregnant and parenting families by connecting folks to essential and relevant resources including food, housing, and other basic needs, rental and utility assistance, health and medical insurance, provider resources, transportation, parenting support, and more.

To align with Open Arms' community-based service model and to provide the best care possible, we prioritize applicants who are of and from the focus communities to provide culturally relevant support, which includes bridging language and culture. For this position focused on multiple communities, fluency in English is required and fluency in Spanish is highly desirable. The ideal candidate should be familiar with community organizations and resources available for the focus communities.

The Family Connector will join the Family Support Services Team, which is comprised of a program Director, program Administrator and Lead, Intake Coordinators, and a Latine-focused Family Connector. This position is part of the Help Me Grow King County Family Connection program. Open Arms' Family Support Services team is a central hub that holds the intake and referral process, supports clients with resources, and develops and strengthens community-resource partnerships.

The Family Connector will frequently meet with families individually and help providers with essential items. Therefore, this person must be able to have a consistent and reliable schedule generally Mondays – Fridays, 9am-5pm (some flexibility is available within this timeframe) and must have access to reliable transportation for family meetings and for picking up and dropping off program supplies. This position must be extremely comfortable working online and in person and must be highly people oriented, working constantly with families and with colleagues within Open Arms and at partner organizations.

- Conduct individual meetings directly with families, doulas, and lactation support peer counselors to determine the resource and referral needs for enrolled families
- Research, identify, and compile resources and referrals tailored for each family's needs
- Support with warm connections, systems navigation, and the coordination of tangible resources and referrals for Open Arms families, and other non-enrolled families as needed
- Maintain regular contact with enrolled families, maintaining a caseload of 7-10 families
- Maintain up-to-date case notes and other data entry for each contact and interaction in our Apricot database
- Track and distribute resources, such as "Barrier Buster" funds, to Open Arms families
- Support weekly Thursday Resource pick-ups in-person at El Centro De La Raza offices, including preparation and distribution of baby items and resource information to providers, enrolled families, and walk-in community members
- Support with planning, implementing and attending program-specific events, Community Connection events, Resource Roundtables and tabling events.
- Support the Family Support Services team in exploring opportunities for resource partnerships and in maintaining existing partnerships around community resources.
- Contribute to a comprehensive list of resources organized by needs and demographics. Keep information in the database up to date with light data entry.
- Gather information and create educational materials and communications pieces that can be shared with Open Arms Providers, families, and other partner organizations.
- Recognize, assess, and share successes and challenges with connecting families to community resources and communicate those to the Family Support Services Director and Help Me Grow network.
- Support the coordination, preparation, pick-up and delivery of baby items from our community partner, Westside Baby, as well as other locations (Wellspring, community donations, etc.) as needed
- Engage in ongoing learning and professional development by attending relevant trainings, conferences, workshops, etc.

- Occasional night or weekend work for events or meetings. Advance notice will be provided.

REQUIRED QUALIFICATIONS

- Approximately 1 year of demonstrated, successful work experience in providing community-resource connection for families (resources, referrals, support planning, services management, advocacy support)
- Fluency in English is required, fluency in Spanish is highly desirable. This position will be focused on serving the Latine and African-American/Black communities and will serve families from all communities.
- Highly people-oriented and collaborative with strong interpersonal and communication skills over the phone, through email, and face-to-face.
- Demonstrated success and passion for community-based work including professional references and examples of community-based work with the focus communities
- Ability to develop positive relationships with families, doulas, providers, organizations, and staff as well as partner and other community organizations
- Well-versed in providing culturally responsive and community-based services
- Able to provide unbiased guidance and collaboration to families and colleagues
- Ability to plan, coordinate, and organize work projects solo and as a team
- Ability to meet program deadlines and expectations
- Highly organized with strong attention to detail, follow up, and task management to manage caseload of families
- Comfort with change and adapting to new structures and systems
- Ability to maintain confidential and sensitive information
- Passion for and commitment to the mission of Open Arms and community-based work.
- Experience in working with a diverse staff and with communities of color, especially working with the position's focus communities.
- 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.
- Aptitude for solving problems with creativity and resourcefulness
- Have basic computer skills including sending emails, editing documents, and attaching files to emails using Microsoft Office applications, especially Excel, Outlook and Word. Applicant is not required to be an expert on these tools but must be able to use these tools on their own to manage daily work and without requiring foundational training.
- Experience with cloud-based applications such as Microsoft OneDrive and databases. Applicant is not required to be an expert on these tools.
- Comfort with light data entry
- Additional work experience in birth work or early childhood care is a plus, but not required.
- 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 professional reference checks required
- Proof of eligibility to work as an employee in the U.S. and a Washington state resident.
- Valid Washington State Driver's License and reliable transportation with current automobile insurance. This position requires frequent driving and may include in-person visits to client homes or community spaces.

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 accommodation 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.

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, full-time staff are required to devote the first 90 days to training and focusing on adjusting to their new position. After the 90-day period, with approval from their direct supervisor, the staff member can take a maximum of 1-3 births per year depending on the timing of other work projects and adequate team coverage. Being an active or current doula, birthworker, or lactation specialist is not a requirement of the position.

Work schedule and/or Work environment:

- In-person work schedule: at least 3 days per week at the office and/or meeting families
- 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 (approximately \$57,300 annually).

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 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 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 [hiring@openarmsps.org](mailto: hiring@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.