

## 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

The Donor Relations Associate is part of the development team and responsible for creating and implementing the donor relations strategy in conjunction with the Development Director. The Donor Relations Associate supports the development team's efforts to broaden Open Arms' individual donor base, providing major gift, recurring, and other donor pipelines, along with supporting donor appeals to generate a growing revenue stream for the organization. The Donor Relations Associate also provides administrative support to the development team to ensure effective data management, reporting, and donor stewardship efforts (acknowledgements, meeting requests, printed materials). The Donor Relations Associate contributes to developing and implementing messaging to existing and prospective donors, continually adapting a strong and compelling case for support.

This position has recently been revamped to have a deeper focus on individual giving. The ideal candidate will have a strong foundation and prior experience in successfully building individual donor relationships. The ideal candidate will also be someone who enjoys creating new systems, tools, and initiatives and thrives in the area of engaging supporters.

- Implement donor relations activities and engage with donors as part of larger development plan
- Ensure detailed tracking of donor relations activities
- Initiate activities on the development plan and coordinate logistics and timelines for the in-person and virtual activities
- Contribute to donor appeals and activities making recommendations for improving program results
- Proactively research opportunities for new donor engagement and make recommendations
- Coordinate with staff, consultants, and vendors to implement plans to broaden base of support
- Promote and manage Baby Whisperer (monthly giving) program
- Coordinate the process for stewarding recurring donors
- Research and track potential major donors
- Maintain accurate and complete development-related records, including donor tracking, data entry, scrubbing, financial reconciliation, and reporting in the Little Green Light database and other development documents
- Steward and nurture partnerships with community organizations and corporations
- Work closely with a contract event coordinator to plan the annual fundraising event, as well as organize smaller donor cultivation and stewardship events
- Coordinate with Communications Lead to implement e-marketing and social media campaigns as they relate to individual giving

## REQUIRED QUALIFICATIONS

- 3+ years in nonprofit fundraising with experience in individual donor relationship development, or an equivalent combination of education and experience.
- Commitment to Open Arms' mission, ethical standards in fundraising, and strengths-based storytelling.
- Excellent writing/editing and verbal communication skills.
- Relationship builder with highly collaborative style; experience bringing supporters and partners closer to an organization's mission.
- Ability to engage donors in Open Arms' mission, including conversations on advancing birth equity and anti-racism.
- Ability to design and implement donor engagement strategies, including individualized cultivation, solicitation and stewardship plans and activities.
- Sincere commitment to work collaboratively with all constituent groups, including staff, board members, volunteers, donors, program participants, and other supporters.
- Self-starter, able to work independently, and enjoys creating and implementing new initiatives.
- Understanding of online tools and willingness to learn. Comfortable working with Microsoft Office applications, Zoom, and Little Green Light (or similar CRM) database software.
- 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.
- 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 database support work and data entry; prior knowledge of Little Green Light is a plus.
- Access to reliable transportation to be in the office regularly and occasionally at off-site locations. Ability to travel primarily within Seattle and King County, sometimes transporting supplies for events.
- 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.
- 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 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 range of \$28 - \$30 (equivalent to an annual salary of \$58,240 - \$62,400), 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

**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

inclusionary organizational culture. More than 80% of our staff identify as people of color.

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. 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.