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


VALUES

• Respect: Holding complexity for people and cultures
• Family: Relationships are at the heart of what we do
• Justice: Boldly disrupting oppression
The Intake Coordinator is a full-time position that will screen potential clients and connect them to Open Arms programs and to resources with the support of Open Arms programs. This position will be part of our Family Support Services team and work closely with all Open Arms programs (Birth Doula Services, Outreach Doula, and Lactation Support, Childbirth Education, and Community Education). Open Arms receives client referrals from partners such as community health clinics and nonprofit organizations as well as self-referrals from pregnant and parenting families. The Intake Coordinator will respond to those inquiries and conduct an intake interview. This position determines program fit and is the first step in coordinating connections to Open Arms programs. If Open Arms’ services are not a fit for the referral, the coordinator will provide other supportive community resource connections for the family.

The ideal candidate has strong client services skills, is highly people oriented, and has a deep commitment to community-based, culturally responsive services as this position is the first point of contact for clients and referrals. This candidate should also be exceptionally organized and detailed oriented, be capable of managing and prioritizing multiple tasks, and be able to undertake a high amount of phone calls, data entry, and computer work. Fluency in Spanish is highly desired for this position.

- Conduct a basic client intake over the phone by listening to client stories with compassion and understanding.
- Determine clients’ eligibility and manage the referral process for Open Arms’ programs.
- Gather and track program availability.
- Share availability updates and other related trends and information with referral partners.
- Using Open Arms’ cloud-based programs database (Apricot), conduct data entry for client intakes, analyze data, and make recommendations for improvement. Maintain organized and complete records.
- Refer clients who are not eligible for Open Arms’ programs to other resources.
- Communicate trends to program staff and can make recommendations for expanding resources.
- Work with the Family Support Services team and other Open Arms staff to maintain communication and relationships with referral sources.
- Provide monthly report about referral trends to programs within Open Arms and about referrals to outside organizations.
- Update intake and referral forms and the overall process as needed.
- Support process improvements for making referrals to each program.
- Help maintain regional resource lists that include a Community Birthworker list, support for basic food, utilities assistance, childcare, domestic violence and advocacy and legal services and other commonly requested supportive services.
REQUIRED QUALIFICATIONS

- Strong interpersonal and communication skills over the phone, through email, and face-to-face.
- At least one year of referral management experience (resources, referrals, support planning, services management, advocacy support).
- Fluency in Spanish (written and spoken) is highly desirable.
- Ability to plan, coordinate, and organize work projects solo and as a team.
- Highly organized with strong attention to detail, follow up, and task management.
- Comfort with change and adapting to new structures and systems.
- Comfortable listening to birth stories, client experiences, client interests and needs.
- 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.
- Commitment to anti-oppression and de-colonization work with a focus on racial equity and reproductive justice, specific to birth justice.
- Passion for and commitment to the mission of Open Arms and community-based work.
- Ability to maintain confidentiality around sensitive information.
- Ability to develop positive relationships with clients, doulas, providers, organizations, and staff and demonstrated success in working collaboratively with others.
- Demonstrated experience in birthwork, parenting, early learning, or community resource connection is highly desirable (via previous employment, volunteer work, or life experience).
- Well-versed in providing culturally-responsive and community-based services.
- Extremely comfortable with technology including proficiency with email and Microsoft Office applications, especially Excel, Outlook and Word.
- Experience with cloud-based applications such as Microsoft OneDrive, SharePoint, or Google Apps. Applicant is not required to be an expert on these tools.
- Experience and comfort with utilizing databases and conducting data entry.
- Proof of full vaccination against COVID-19 is required for in-person work (or medical or religious exemption).
- 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. This position includes a high amount of desk work, sitting, filing, phone and computer screen time in an open office work environment.

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* and

*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. After the first year, you can discuss taking on additional births based on the timing of work projects and duties and adequate team coverage (not more than 1 birth per quarter). 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. Most meetings are still being 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. Feel free to discuss any concerns you have during the interview process.

### Work schedule and/or work environment:

- **Remote work schedule:** Most of the work week can be conducted remotely, Monday – Friday with some flexibility during operating hours (9am – 5pm). This schedule is subject to change based on team coverage needs and work requirements.
- **In-person work schedule:** Frequent or regular in-office schedule is available for those who prefer. Some in-person meetings or activities are required.

### WHAT WE OFFER

**COMPENSATION:** This is a 40-hour-per-week, non-exempt position with an hourly rate of $27 per hour (equivalent to $56,160 annually).

**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.

**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
leadership positions. We aim to support employees in their advancement both within Open Arms and beyond our organization.

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.

Please contact 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.