

Birth Doula Services Program Coordinator (06.18.24)

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 Program Coordinator for our Birth Doula Services program (BDS Coordinator). We are looking for someone who enjoys supporting the daily operations of a busy program and has a strong desire to interact with families regularly. The BDS Coordinator will report to the BDS Administrator and work closely with the BDS Lead Doulas, a group of 25-30 contract Birth Doulas, and the Family Support Services team.

Majority of the BDS Coordinator's workload will be focused on interacting with the families we serve, majority of whom are Spanish-speaking and from the Latine community. For this reason, **fluency in both Spanish and English are required for this position**. The BDS Coordinator must also be highly people oriented, compassionate, and a strong communicator. A consistent and reliable schedule is extremely important for this role, generally Mondays – Fridays, 9am-5pm (some flexibility is available within this timeframe). They must be able to work in the office at least two days a week and can work remotely for the remaining time. They also must have access to reliable transportation for a consistent in-office work schedule and to be able to pick up and drop off program supplies. Strong proficiency with technology and cloud-based systems is required to support our highly mobile team and our hybrid work environment.

Family Follow Up and Resource Support

- Conduct post-match, post-birth, and final follow-up phone calls to families in the program (minimum 20-30 phone calls a week). The BDS Coordinator must be able to conduct calls in Spanish and English (other languages are a plus) and can utilize a language services line when necessary.
- Facilitate connections between the family and Open Arms' Family Support Services team when needed
- Support family resource distribution in the office, including the delivery and/or pick up process of baby items by families and direct service providers
- Update notes in the program database when communicating with families, within 48 hours or sooner
- Maintain organized and complete family files, including tracking client progress during service delivery
- Maintain confidential family information with an unbiased and compassionate approach

Program Operations Support

- Work in partnership with other team members to complete funding requirements including running reports, completing funder surveys or narratives, and providing other program-related information
- Complete data entry in a timely and accurate manner
- Close family files once services have completed and length of service delivery has been reached
- Support database updates and improvements projects
- Assist with organizing, developing, and implementing program-related events and activities
- Participate in the hiring and exiting process of Doulas
- Support the team in engaging Doulas in the BDS program meetings, trainings, and org-wide events
- Support the coordination and logistics of BDS team and Doula team trainings and meetings
- Assist with maintaining complete and organized Doula files
- Attend team and organization meetings and trainings
- Develop monthly program newsletter for Doulas
- Additional related tasks as assigned

REQUIRED QUALIFICATIONS

- 2 years of demonstrated success in supporting individuals or families by providing referrals, resources, support planning, managing services and/or advocacy support
- Fluency in Spanish and English (written and verbal). Other languages are a plus.
- Strong interpersonal and communication skills over the phone, through email, and face-to-face.
- Comfort with being on the phone for long periods of time
- Strong interpersonal skills and an ability to provide support to families with patience and compassion and without bias.
- Demonstrated work experience in birthwork, parenting, early-learning-related fields
- Proficiency with technology and Microsoft Office applications, especially Excel, Outlook, and Word. Apricot and/or database experience is a plus.

- Exceptional organizational skills and strong attention to detail.
- High level of personal and professional integrity and ethics.
- Ability to independently manage work time efficiently and ability to plan, coordinate, and prioritize work tasks and deadlines. Ability to be proactive and follow through on completing tasks.
- Prior success in collaborating with a diverse team and with other teams across the organization.
- Strong listening skills, ability to accurately summarize and document important information, and good judgment in sharing necessary information with the team.
- Ability to carry and load program supplies such as small boxes and baby items, less than 50lbs.
- Experience in working with communities of color and a strong racial, disability, gender and economic justice framework
- 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
- An appreciation and understanding for community-based programs and Doula work / birthwork
- Aptitude for solving problems with creativity and resourcefulness
- Ability to develop positive relationship with families, doulas, providers, staff
- Comfort with change and adapting to new structures and systems
- Ability to maintain confidentiality around sensitive information
- 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.
- 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 other locations as needed. Some tasks require the ability to lift items heavier than 10lbs. Employment is not dependent on the applicants' ability to lift items.

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 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 1-2 births per year depending on the timing of other work projects and adequate team coverage. 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 2 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. Some flexibility within this timeframe.

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, family 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 per hour (approximately \$57,000 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

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.