

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 Office Coordinator who enjoys greeting and interacting with others and is passionate about upkeeping a facility that is welcoming and safe for our staff, client families, and visitors. Flexibility and multitasking are extremely important for this role that is at the center of a busy work environment.

The Office Coordinator will need to be in the office Monday through Fridays with a consistent schedule during 9am - 5pm. They will join the Operations team to provide daily direct support to the Operations Lead, Operations Administrator, and Managing Director. They will also regularly interface with staff, contractors, volunteers, and clients across the organization. For this reason, the Office Coordinator needs to be fluent in Spanish and English to be effective in supporting our teams and visitors. Strong proficiency with technology and cloud-based systems is required to support our highly mobile team and our hybrid work environment.

Facility & Reception

- **Maintain a regular schedule in person at the office Monday through Friday, generally 9am to 5pm.** Some flexibility within this time can be discussed.
- Warmly welcome and direct visitors. **Fluency in Spanish and English are required.** Coordinate with other translation services if needed.
- Ensure that the offices are safe, clean, efficient, and welcoming by tidying up offices daily and in between cleanings.
- Coordinate maintenance requests with building owner
- Support with facility improvement projects including signage updates, furniture assembly, and reorganization. Translate signage or coordinate translation when necessary.
- Coordinate in-kind donation acceptance

Equipment & Supplies

- Proactively replenish, purchase, and organize supplies and work with Program Administrators to fill requests. Occasional local delivery or mailing to team members working offsite. Make recommendations for frequently requested needs.
- Maintain online systems for tracking and inventory of supplies and equipment
- Distribute mail and packages daily. Follow financial processes for recording checks and incoming mail.
- Set up and maintain office equipment, computers, and devices by working with vendors. Equipment maintenance includes monthly meter reads, troubleshooting with vendors and IT, and tracking equipment maintenance schedules.
- Maintain off-site storage through regular inventory, maintenance, and dropping off or picking up items.

HR & Operations

- Support with online and off-site filing systems
- Support organization-wide activities such as meetings, employee celebrations, etc.
- Support daily HR tasks such as onboarding and exiting employees, documentation filing, and light data entry

Meetings, Events, and Programs Support

- Provide logistical support for meetings and events including scheduling and room reservation, technology set up, meals and refreshments, preparing supplies, etc.
- Support Program Administrators and Leads with projects as needed.
- Refresh printed materials and resources available at the office.

REQUIRED QUALIFICATIONS

- 1-year prior successful experience in operations, an administrative capacity, or a related role
- Fluent in verbal and written Spanish and English
- Strong interpersonal skills - friendly and welcoming; able to work collaboratively with colleagues from diverse backgrounds; show patience and support when assisting others
- Effective communication skills over the phone, through email, and face-to-face.
- Maintain a consistent schedule in person Mondays through Fridays. Generally 9am-5pm with some flexibility within this timeframe.
- Passionate about organization and keeping offices in order
- Approach work with a flexible nature - Ability to multitask and reprioritize in the moment if a time-sensitive need arises. Comfortable with change and adapting to new structures and systems.
- Aptitude for troubleshooting with creativity and resourcefulness
- 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
- Ability to develop positive relationships with clients, doulas, providers, organizations, and staff. Demonstrated success in working collaboratively with others.
- 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 and working in databases. Applicant is not required to be an expert on these tools but should be comfortable using and learning online tools.
- Ability to maintain confidentiality around sensitive information
- Passion for and commitment to the mission of Open Arms and community-based work. Work experience in birthwork, parenting, or early learning are a plus.
- 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
- 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
- Access to reliable transportation for pick-up and transporting supplies when needed. Proof of current driver's license and insurance required.
- Ability to move boxes and small furniture when needed, less than 50lbs.

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 Spanish and 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 work-related locations. 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, 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 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 provides staff with technology and equipment necessary for remote work and virtual meetings.

Since COVID-19 is still prevalent and our work is centered on serving 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 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 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

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](#), 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.