

## 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 Administrator for our Birth Doula Services Program (BDS Administrator). We are looking for someone who enjoys managing the daily operations of a busy program, which provides support to birthing parents during pregnancy, birth, and the postpartum period (approximately 250 families annually).

The BDS Administrator will supervise the BDS Coordinator and work closely with colleagues on the General Programs and BDS team -- the Lead Doula, Latinx Community Specialist, Director of Programs, Program Administration Director, and a team of 20-30 contracted birth Doulas.

We are looking for someone with strong attention to detail, who is energized by administrative work, and has a knack for managing systems and processes. The ideal candidate is passionate about Open Arms' mission. Experience in birth work is not required for this role.

## **Program Operations:**

- Maintain accurate and timely documentation and data for program participants, referred families, and contract doulas.
- Collaborate on the intake process with the Intake Team and BDS Leadership Team including assigning funding sources and tracking program availability.
- Coordinate with Family Support Services to ensure tangible goods and referrals are available for families
  - Support BDS Coordinator in West Side Baby orders, pickups, and coordination with families and doulas for item pickups.
- Continuously update program policies, process, and procedures, including channels for communicating with doulas and other Open Arms staff.
- Lead the hiring process of new staff and doulas; work closely with the BDS Lead Doula, Latinx Community Specialist, and Director on training and onboarding.
- Maintain a program calendar that includes grant report deadlines, events, trainings, and other time-sensitive deliverables.
- Track due dates and coordinate supporting pieces for grant reporting by working with finance, operations, and other teams to gather required documents.
- Participate in team meetings and community meetings as needed.
- Manage outreach materials, program education materials, and program supplies by assessing needs, making updates, and restocking as necessary
- Coordinate translating materials into various languages as needed.
- Support logistics for program events including tasks such as reserving event space, gathering and sharing materials, and communicating with vendors and partners.
- Integrate new tools and programs for the Birth Doula Services team's daily workflow and make recommendations for improvements.
- With advance notice, occasional night and weekend work required to support community events and other related activities.
- Partner with the BDS Leadership Team to support services to families and maintain consistent communication with 20-30 contracted birth doulas.

## **Data & Compliance Management**

- Manage and ensure accurate data entry and maintain accurate files.
- With the support of IT and database consultants, learn and manage internal systems efficiently, such as online database, electronic files, and task management; and support team members in doing the same.
- Work with the Director of Programs and Program Administration Director to further refine systems, processes, and the infrastructure of our cloud-based Apricot database, assist with continuous quality improvement, and help convey program impact through data and storytelling.
- Ensure that family information is handled and stored securely.
- Provide regular reports of enrollment, deliverables, and outcomes to the BDS Leadership Team.
- Prepare reports and deliverables for funder site visits and as needed.
- Communicate with the BDS Lead Doula regarding any compliance issues and work closely with Lead Doula to communicate with contract doulas about ongoing data and model compliance.

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- Report program trends including measures such as infant and maternal health, birth outcomes, and resources.
- Record processes and any data collection changes to program documents and the electronic database.

## REQUIRED QUALIFICATIONS

- Demonstrated success in an administrator or operations related role (approximately 3-5 years) or a combination of work experience (approximately 2 years) and bachelor's degree or higher.
- Demonstrated work experience in birthwork, parenting, or early learning related fields.
- Demonstrated success in supervising others
- Exceptional organizational skills and strong attention to detail, follow up, and task and project management.
- Extremely comfortable with technology including proficiency with email and Microsoft Office applications, especially Excel, Outlook and Word.
- High-level of personal and professional integrity and ethics.
- Ability to independently manage work time and ability to plan, coordinate, and prioritize work projects.
- Strong interpersonal and communication skills over the phone, through email, and face-to-face. Success in collaborating with a diverse team and with other teams across the organization.
- Ability to develop positive relationships with clients, doulas, providers, organizations, and staff and demonstrated success in working collaboratively with others.
- Comfortable with adjusting to change and creating new systems.
- Ability to maintain confidentiality around sensitive information.
- Aptitude for taking initiative and identifying and solving problems with creativity and resourcefulness.
- 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 a deep understanding of community-based and culturally responsive services.
- 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.

### **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:**

Daily working conditions include an open-office work environment at our Seattle location on Beacon Hill, normal office work, and frequent local driving and travel. 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, and an elevator. Access to reliable transportation will be required for work-related travel. Our offices are on the second and third floors of a historic building and an elevator is available. Daily work occasionally includes lifting of items less than 50lbs. 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 should devote the first 90 days to training and focusing on adjusting to their new position. After the 90-day period, with approval from their 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:** This is a hybrid position.

- **In-person work schedule:** At least one in-person office day per week is required, along with attendance at any in-person meetings or activities.
- **Remote work schedule:** The remainder 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.

### Note about our hybrid work environment:

At Open Arms, many staff are working remotely if their job duties allow. Generally, required in-person activities include but are not limited to regular team meetings, some 1-1 check ins, org-wide meetings, client visits, and pick up/drop off items. Some staff have duties that have specific in-person work requirements and this is outlined in the job description.

Open Arms provides staff with the technology and equipment necessary for remote work and virtual meetings. Please 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 a salary range of \$60,000 – \$62,000 annually, commensurate on experience and qualifications.

### 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

### Internal Applicants:

Log into [ADP](#), then go to **Myself > Talent > Career Center**

### External Applicants:

Visit our [CAREER CENTER](#), find the applicable job opening, and submit your cover letter and resume.

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.

We will be hosting a virtual info session about this position on **Wednesday, February 26, 2025 at 5-6pm** where you can learn more about the role, requirements, and ask questions. Please email [hr@openarmsps.org](mailto:hr@openarmsps.org) if you are interested in attending and we will send you the Zoom link.

If you have any questions, contact [hr@openarmsps.org](mailto:hr@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.