

# Family Support Services Coordinator (10.02.25)

## ABOUT OPEN ARMS

Open Arms was founded in 1997 by a small group of community members who envisioned a world that cherishes birthing people, their babies, families, and communities. Today, that vision translates into a community-based organization that serves more than 300 families annually who qualify based on income.

Our culturally responsive services include doula care, lactation support, and perinatal education, and our community-based approach has proven to be highly effective. Open Arms is the first community doula program in the nation to be nationally accredited through HealthConnect One\*, and our work has earned the trust and partnership of the philanthropic community.

The families we serve are achieving stronger, healthier outcomes that exceed local and national measures.

Run by dedicated and passionate people, our programs work to address and mitigate risk factors that disproportionately affect communities of color. We're driven by a vision of healthier births and greater equity in maternal and infant health, ensuring that every family receives compassionate care and the best possible start.

*\* HealthConnect One is a national leader in advancing equitable, community-based, peer-to-peer support for pregnancy, birth, lactation, and early parenting.*



### VISION

- Thriving children.
- Healthy families.
- Powerful communities.

### MISSION

Open Arms provides community-based support during pregnancy, birth, and early parenting to nurture strong foundations that last a lifetime.

### 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 Family Support Services (FSS) Coordinator who loves working with families, thrives in a fast-paced environment, and can greet families and answer questions with a compassionate and patient demeanor. This position helps many teams across the organization run smoothly so reliability and consistency are vital. **Fluency in both Spanish and English is required for this position.**

Our Family Support Services team oversees our community baby boutique and provides supportive resource navigation, hosts peer support parenting groups, organizes community events for families, and builds referral relationships with community organizations. The Family Support Services Team is comprised of a Program Administrator and Lead, Intake Coordinators, and Family Connectors. This position reports directly to the Program Lead.

### Work Schedule

- Full-time (40 hours per week)
- An in-person, consistent weekly schedule is required during Monday – Friday, 9am-5pm. Consistency is important for providing stability and reliability for the teams.
- Ability to support occasional evening and weekend events. Advance notice will be provided.
- This is a mostly in-person position with occasional opportunities for remote work as needed.

### **Resource Coordination & Logistics**

- Coordinate and manage logistics for donated items and resource pick-ups including preparation, transportation, and onsite support.
  - Resource requests and pick-ups
  - Westside Baby pick-up
  - External storage units
  - Prepare orders
  - Other donations
- Coordinate with other programs for emergency deliveries to clients.

### **Inventory & Supplies**

- Track Baby Boutique inventory and supplies.
- Order, organize, and restock supplies and materials.
- Oversee and manage external storage unit inventory.
- Support the distribution of items and gift cards for families.

### **Family & Provider Communication**

- Greet families and answer questions.
- Follow up with families through phone calls, emails, and messaging systems.
- Follow up with direct service providers via phone, email, and messaging systems regarding items and community resources.
- Research resources for families and ensure resources are up to date.

### **Data Entry**

- Perform data entry, enter order information, and complete community event forms.

### **Volunteer & Staff Support**

- Work with volunteers and staff to prepare items, maintain the Baby Boutique, and other program tasks.

### **Events & Outreach**

- Support planning for FSS events, meetings (Community Connector Events, Resource Roundtables, etc.), and other community outreach events. Share information with staff and partners.
- Provide in-person support for community outreach and tabling events. Occasional evening and weekends.

### **Translation & Interpretation**

- Provide interpretation for families and visitors
- Support translation of materials and documents.
- Support coordination of contract interpreters as needed.

### **Other Duties**

- Perform other duties as assigned.

## **REQUIRED QUALIFICATIONS**

- Fluent in verbal and written Spanish and English.
- Successful work in an administrative capacity or related role (approximately 1 year).
- Prior work experience in community resource connection (resources, referrals, support planning, services management, advocacy support) is a plus.
- Excellent interpersonal skills and proven ability to develop positive relationships with clients, colleagues, external partners, and volunteers.
- Strong communication skills over the phone, through email, and face-to-face.
- Understanding online tools and willingness to learn. Comfortable working with Microsoft Office applications, Zoom, and databases.

- 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 light data entry and willingness to expand database support work; prior knowledge of Apricot is a plus.
- Reliable transportation and ability to travel primarily within Seattle and King County, sometimes transporting supplies.
- High-level of personal and professional integrity and ethics.
- Comfortable with change and adapting to new structures and processes.
- 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 working with diverse staff and 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 are 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.

#### **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 and Spanish. 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 commuting and 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.

## **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 need to devote the first six months to training and focusing on adjusting to their new position. After this period, with approval from their direct supervisor, the staff member can take a maximum of 1-2 Open Arms births per quarter depending on work performance, the timing of other work projects, and adequate team coverage. Being an active or current doula is not a requirement of the position.

**Note about our hybrid work environment:** At Open Arms, many staff are working remotely if their job duties allow. In general, in-person required 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 a specific in-person work requirement 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 an hourly rate of \$27.55 per hour (equivalent to a salary range of \$57,300 annually), commensurate on experience and qualifications.

### BENEFITS:

- Paid health, dental, vision, and disability insurance
- Generous paid time off including vacation, sick time, 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, and we also support group-training opportunities. Systemic harm and economic oppression have intentionally and disproportionately impacted BIPOC communities, impacting equitable access to many training and leadership opportunities. As a result, these communities are underrepresented in leadership positions. We support all employees in their professional 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 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 [hiring@openarmsps.org](mailto:hiring@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.