

Intake 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 an Intake Coordinator who enjoys spending a lot of time on the phone talking with families and referral partners. This person should be highly people oriented and have excellent listening and administrative skills. Since this person is the first point of contact for our organization, it is important that they have a deep commitment to community-based, culturally responsive services and birth justice. **Fluency in both Spanish and English is a requirement for this position.**

The Intake Coordinator will conduct an intake interview, determine program fit, and coordinate 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.

This position is part of our Family Support Services team, which is comprised of a Program Administrator and Lead, Intake Lead and Coordinators, and Family Connectors. This position reports directly to the Intake Lead and will also work closely with all Open Arms programs (Birth Doula Services, Outreach Doula, and Lactation Support, Childbirth Education, and Community Education).

Work schedule:

- Full-time (40 hours per week)

- A consistent weekly schedule is required during Monday – Friday, 9am-5pm. Some flexibility within this timeframe is possible depending on the team’s schedule and requirements.
- Most work can be done remotely. Minimum one day per week in person is required.

Family intake:

- Conduct an intake assessment over the phone by listening to client family stories with compassion and understanding.
- Determine eligibility and coordinate the referral process for Open Arms’ programs.
- Enter accurate data in a timely fashion using Open Arms’ cloud-based programs database (Apricot). Maintain organized and complete records.
- Refer client families who are not eligible for Open Arms’ programs to other resources.

Team support:

- Communicate trends to program staff and 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.
- Support reporting on referral trends to programs within Open Arms and about referrals to outside organizations.
- Support process improvements for making referrals to each program.
- Support maintenance of 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

- Fluent in verbal and written Spanish and English.
- 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).
- 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.
- Ability to develop positive relationships with client families, doulas, providers, organizations, and staff as well as 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).
- Comfortable listening to birth stories, client family experiences, client family interests and needs.
- Ability to maintain confidentiality around sensitive information.
- Passion for and commitment to the mission of Open Arms and community-based work.
- 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 are 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 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. This position includes a high amount of desk work, sitting, filing, phone and computer screen time at a remote location or 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*, normal office work, and occasional local driving and travel for work-related duties.

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 year 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 (approximately \$57,304 annually).

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 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 as it fits with the individual's job duties, and many staff bring their children to work on a regular or as-needed basis. We have an onsite lactation space 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 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.