

Community Engagement & Education Lead & Administrator (March 2026)

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.



Our thriving organization is powered by a majority BIPOC staff who are dedicated and passionate about ensuring our programs 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 full-time Community Engagement & Education Program Lead and Administrator (CE Program Lead & Admin) who thrives in working behind the scenes – organizing logistics for trainings and events and managing daily program operations. We are looking for someone who is proactive, loves planning, has a deep passion for administrative work, and enjoys coordinating details that go into successful trainings. The ideal candidate should be an excellent communicator, proficient with technology and online tools, have a knack for developing and managing systems, and bring a strong background in project or event management, process development, program evaluation, and data collection/evaluation.

The CE Program Lead & Admin is the point person for the Community Education and Engagement Program (CE). They will report to the Program Administration Director and oversee the CE Coordinator and contract trainers. The CE team organizes and supports in-person, virtual, and hybrid sessions for community members and Open Arms providers. Training topics include maternal health, advocacy, and workforce development. The ideal candidate will have a deep

understanding of and experience with certifications and trainings related to birth and lactation work, home visiting models, and infant mental health.

This role supports the full lifecycle of training programs including planning, logistics, facilitator support, internal staff development, and external community education. This position is primarily administratively focused, and it is not the primary trainer or content-developer. The CE Program Lead & Admin will provide end-to-end management of trainings, track certification requirements, and support logistics related to the ongoing education for Open Arms direct service providers and facilitators (Birth Doulas, Outreach Doulas, Lactation Support Peer Counselors, IBCLCs and Clinicians, Childbirth Educators, and Family Connectors).

Since this position is an essential part of a newly developing team, applicants should be extremely comfortable with change, and they should enjoy building new systems, establishing processes, and developing an operations manual for the program.

Work Schedule

- Full-time (40 hours per week)
- This position requires in-office presence approximately three (3) days per week, following a consistent weekday schedule from Monday to Friday, 9:00 AM to 5:00 PM. Providing stability, reliability, and consistency for the team and scheduled trainings is essential to this role. The remaining work hours may be completed remotely depending on the work week and projects.
- Occasional evenings, weekends, and flexibility during the workweek may be needed to align with training schedules. Advance notice will be provided.

Training and Event Logistics

- Manage all logistics for in-person and online trainings including planning and preparation, day-of support, and event debriefs and surveys.
- Work with the CE Coordinator to secure venues, set up physical and/or virtual learning spaces, and set up virtual tools.
- Create tools and manage registration, contracts, invoicing, speaker agreements, and expenses.
- Purchase and prepare materials and supplies.
- Arrange facilitators, interpreters, and translators for trainings and resources.
- Support logistics for the Open Arms Community Advisory Committee.
- Coordinate logistics with external organizations that host relevant trainings or events. Coordinate communication with staff about community trainings. Work with the CE Coordinator to support staff registration and communication.

Systems, Tools, & Data Management

- Efficiently utilize and introduce cloud-based tools for tracking deadlines and renewals for Open Arms classes/workshops/trainings and trainers.
- Create and manage a repository of resources.
- Data entry in programs database and other tracking systems. Make recommendations for improvements in tracking details.
- Prepare data insights to facilitators and program leads to improve training content and delivery.

Calendar & Communication Coordination

- Work with the CE Coordinator to maintain an internal calendar of all CE activities.
- Coordinate with Communications and Programs to promote trainings for the broader community.
- Maintain a training and certification requirements calendar that tracks renewal deadlines for individuals, key external training opportunities, and Open Arms-hosted trainings.
- Work with the CE Coordinator to manage the logistics of attending external, annual conference opportunities (registration, travel, etc).
- Collaborate with the Communications team to develop templates for materials.

Staff & Contractor Support

- Oversee the CE Coordinator and contract trainers and partners.
- Work with the HR and Program Administrators to track training requirements for direct service providers.

- Guide the process for renewing training requirements for staff.
- Support coordination of Reflective Consultation across the organization.
- Support processes for State Doula Certification and renewals as well as other trainings and certifications for state, county, and national program implementation.
- Support Open Arms staff in providing community presentations.
- Develop and maintain certificates of completion.

Program Development & Improvement

- Manage program financial activity including budget and expenses.
- Support grant application, reporting, and renewal efforts.
- In collaboration with Program Leads, create and maintain a library of presentations and educational resources.
- Format resources created by clinical experts, trainers, and facilitators.
- Edit, collate, prepare, and streamline presentation materials.
- Ensure that curriculums, trainings, and facilitators align with Open Arms' mission, vision, and values; are community-based and culturally-responsive; center anti-racism, decolonization and deconstructing Anti-Blackness.
- Manage program details for Childbirth Education contractors and other related groups and contractors.
- Develop, maintain, and continuously improve processes and systems for conducting Open Arms trainings.
- Stay up to date on trends and professional development opportunities for direct service providers.
- Participate in team meetings, required grant meetings, and community meetings and events as needed.
- Develop and maintain a detailed guide for maintaining the CE Program.
- Make recommendations for program development.
- Perform other related duties as assigned.

Training Topics Include (but are not limited to):

- Lactation support
- HealthConnect One requirements
- Birth doula and Outreach Doula trainings
- Promoting First Relationships (PFR)
- Train-The-Trainer workshops
- Doula interventions
- Grief & loss support for families
- Ages and Stages Questionnaire (ASQ) - Developmental Assessment
- General Anxiety Disorder (GAD) - 7 Assessment
- CPR
- HIPAA guidelines
- Mandated Reporting
- Racial equity and Trauma-informed practice
- Best practices and soft skills
- International Board-Certified Lactation Consultant (IBCLC) certification and advisory
- Childbirth education
- Doula certification
- Reflective Consultation
- Domestic violence support (WSCADV and Futures Without Violence)
- Infant mental health

REQUIRED QUALIFICATIONS

- **Administrative Skills & Work Approach**
 - Demonstrated success in an administrator or operations related role for at least 2 years.
 - Exceptional project management and organizational skills with strong attention to detail, follow up, and task management.
 - Demonstrated success and a strong desire for building and implementing new systems and processes.
 - Strong proficiency with technology, understanding of online tools, and willingness to strengthen knowledge and learn new tools. Comfortable working with Microsoft Office applications, Zoom, and databases.
 - Ability to use technology and online tools to help create presentations, track event information, and administer participant surveys.
 - High-level of personal and professional integrity and ethics.
 - Strong interpersonal and communication skills over the phone, through email, and face-to-face.
 - Aptitude for solving problems with creativity and resourcefulness.
- **Teamwork & Management Skills**
 - Demonstrated ability to be proactive and follow through on completing tasks.
 - Reading, writing, and speaking in English is required for daily communications. Ability to communicate in other languages is a plus.
 - Comfort with change and adapting to new structures and systems.
 - Ability to maintain confidentiality around sensitive information.
- **Management Skills**
 - Successful supervision of at least a small- to mid-size team for a least 1 year. Experience with a coaching approach to supervision or willingness to learn.
 - 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.
 - Success in collaborating with a diverse team and with other teams across the organization.
 - Ability to receive and provide constructive feedback to improve processes and development of a new team.
 - Project management and/or event management related skills that will ensure successful trainings.
- **Subject Matter & Community Expertise**
 - Knowledge of required trainings listed above. The applicant does not necessarily have to be an expert in all of the above areas, but they must have a basic idea of what they are and why they are needed.
 - Knowledge of local, community-specific trainers is a plus.
 - A basic understanding of topics such as birthwork, parenting, and early learning. Deeper expertise is a plus.
 - Ability to develop positive relationships with direct service providers, partner organizations, contractors and staff.
 - Passion for and commitment to the mission of Open Arms and community-based work.
 - 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.
- **Employment requirements:**
 - 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 to be in the office on a weekly basis and occasionally, picking up and dropping off supplies for in-person trainings, and occasionally at off-site locations.
 - 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. 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 is 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 driving and travel for job-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:

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, pick up/drop off items, trainings or groups.

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, exempt position with a salary range of \$78,000 - \$80,000 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; 12 days for sick and safe time; 25 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 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 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.