open arms
perinatal services

DONOR RELATIONS ASSOCIATE (November 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

The Donor Relations Associate plays an important role in growing and strengthening Open Arms' community of individual supporters. Working closely with the Development Director and Communications Team (Communications & Advocacy Lead and Communications Coordinators), this position helps attract new donors, deepen relationships with existing supporters, and build sustainable individual giving that advances Open Arms' mission.

This is an opportunity for a creative, relationship-oriented, and organized fundraiser who enjoys turning ideas into action. The Donor Relations Associate implements donor engagement and fundraising initiatives, identifies opportunities to connect with supporters in new ways, and contributes ideas to strengthen the effectiveness of our individual giving program. From growing the monthly giving program to welcoming new donors, monitoring matching gift activity, supporting fundraising appeals, and creating meaningful stewardship experiences, this role helps supporters understand the impact of their generosity and find meaningful ways to invest in Open Arms' work.

We're looking for someone who takes initiative, enjoys experimenting with new approaches, and is motivated to learn from results. The ideal candidate brings experience in individual giving or donor relations, strong organizational skills,

and the creativity to suggest improvements and help bring them to life. Alongside donor engagement, this position maintains the data, systems, and processes that support effective fundraising and thoughtful donor stewardship.

What You Bring

You are a relationship-builder who understands that successful fundraising begins with meaningful connections. You enjoy engaging people in a mission, communicating impact, and finding thoughtful ways to help supporters feel connected to the work they make possible.

You bring experience in individual giving, donor relations, fundraising, or a related field, along with the initiative to turn ideas into action. You enjoy both the people-facing and behind-the-scenes aspects of fundraising: building relationships, developing creative approaches, coordinating projects, and maintaining the systems that keep everything running smoothly.

You are organized, detail-oriented, and comfortable managing multiple priorities. You take initiative, think creatively, and enjoy developing new tools and processes. You are curious about what motivates people to give and eager to test ideas, learn from results, and improve the donor experience.

Above all, you are excited by the opportunity to help grow Open Arms' community of supporters and build lasting relationships that sustain our mission.

What You'll Do

Grow and Engage Individual Giving

- Implement donor engagement and fundraising activities in partnership with the development team. Maintain accurate and complete donor records, screening results, and reporting in Little Green Light (LGL) and other development tools.
- Coordinate with LGL contractors on gift coding, database processes, and reporting to ensure donor and gift information is accurate, consistent, and useful to the development team.
- Generate and provide donor reports as needed to support fundraising activities, donor stewardship, and informed decision-making.
- Track matching gift activity and outstanding matches, coordinate necessary follow-up, and ensure gifts are properly recorded and reconciled.
- Manage donor data entry, data cleanup, gift tracking, and financial reconciliation to support accurate records and effective fundraising operations.
- Track donor engagement activities, follow-up needs, and fundraising initiatives to ensure consistent communication and timely follow-through.
- Coordinate timelines, logistics, and implementation for donor engagement activities, working collaboratively with staff, contractors, and vendors.
- Identify opportunities to improve donor engagement systems, tools, and processes, and help test and implement practical improvements.
- Identify potential mid-level donors using established donor screening tools and giving history.
- Initiate personalized stewardship and engagement to strengthen relationships and encourage continued giving. Coordinate tailored outreach, which may include automated communications, and flag opportunities for more individualized follow-up.

Build Meaningful Donor Relationships

- Coordinate thoughtful, timely, and personalized stewardship for new, recurring, and matching gift donors, helping supporters feel welcomed, appreciated, and connected to Open Arms' impact.
- Serve as a primary point of contact for matching gift donors, providing personalized support beyond automated platform communications and identifying opportunities for additional outreach and stewardship.
- Coordinate donor acknowledgements, meeting requests, impact communications, and other donor touchpoints.

- Help develop compelling messaging and materials that communicate Open Arms' impact and inspire current and prospective donors to give.
- Steward and nurture relationships with community organizations, corporate partners, and other supporters.
- Coordinate donor cultivation and stewardship opportunities, including smaller gatherings and the annual fundraising event, in collaboration with the contract event coordinator and development team.
- Partner with the Development Director and Communications Team to implement email marketing and social media campaigns that support individual giving and donor engagement.

Strengthen System and Operations

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- Coordinate timelines, logistics, and implementation for donor engagement activities, working collaboratively with staff, contractors, and vendors.
- Identify opportunities to improve donor engagement systems, tools, and processes, and help test and implement practical improvements.

QUALIFICATIONS

Required Qualifications

- Two or more years of experience in nonprofit fundraising, individual giving, donor relations, or a related field, or an equivalent combination of education and experience.
- Strong relationship-building, interpersonal, and communication skills, including the ability to engage donors and other stakeholders collaboratively and communicate an organization's mission and impact through compelling, strengths-based storytelling.
- Strong organizational skills, attention to detail, and follow-through, with the ability to manage multiple priorities, meet deadlines, coordinate projects independently, and adapt to changing needs.
- Initiative and creative problem-solving skills, including the ability to identify opportunities for improvement and propose and test new approaches within established fundraising strategies and priorities.
- Sound judgment, personal and professional integrity, and a commitment to ethical fundraising and maintaining confidentiality of sensitive information.
- Proficiency with Microsoft Office applications and Zoom, and the ability to learn and use online tools, databases, and digital platforms.
- Familiarity with a donor database or CRM. Applicant does not have to be an expert in these tools.
- Commitment to Open Arms' mission and values, including anti-racism, anti-oppression, decolonization, racial equity, reproductive justice, and birth justice.
- Commitment to building respectful relationships grounded in equity, inclusion, and respect for diverse lived experiences.
- Experience working in an equity-centered, culturally responsive, or community-based nonprofit environment, with an understanding of how organizational practices and relationships can advance racial equity and social justice.
- Reliable transportation and ability to attend required in-office days, occasional off-site activities, and fundraising and donor events, primarily within Seattle and King County. Occasional transportation of event supplies may be required.

- Eligibility to work as an employee in the United States and as a Washington-state resident.
- Successful completion of required background and reference checks.
- COVID-19 proof of full vaccination, booster after January 2022, or medical or religious exemption request is required for in-person work.

Preferred Qualifications

- Extended experience in individual giving, donor stewardship, or relationship-based fundraising, including strategies to attract, retain, and deepen donor support.
- Advanced experience using a donor database or CRM to maintain accurate records, track donor engagement, manage gift information, and generate reports. Familiarity with Little Green Light (LGL) is a plus.
- Experience with donor screening, recurring giving programs, matching gifts, or other individual giving initiatives, including donor follow-up and stewardship.
- Experience coordinating with database contractors or other partners on gift coding, data quality, reporting, and database processes.
- Additional language skills are a plus but not required.
- Experience in birthwork is a plus but not required.

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:

Daily working conditions include an open-office work environment at our Seattle location on Beacon Hill, typical office work, and 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. Some tasks require the ability to lift approximately 10-20lbs. Our offices are on the second and third floors of a historic building. This role may require moving materials between offices occasionally. An elevator and carts are available. 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 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 both in-person and virtually 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, organization-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 virtual work and meetings. Please discuss any concerns you have during the interview process.

WHAT WE OFFER

COMPENSATION: This is a 40-hour-per-week, non-exempt position with an hourly rate of $27.55 – $30.29, commensurate on experience and qualifications.

BENEFITS:

- Paid health, dental, vision, and disability insurance
- Generous paid time off with anniversary increases and paid holidays
- Employee assistance program
- Mileage reimbursement
- Professional development opportunities
- Option to contribute to a 401k with employer match, 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 disproportionally 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

INTERNAL APPLICANTS

Current staff member who are interested, login to your ADP account and navigate to CAREER CENTER.

EXTERNAL APPLICANTS

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.