



BIRTH DOULA SERVICES PROGRAM DIRECTOR

ABOUT OPEN ARMS

Open Arms was founded in 1997 by a small group of women from the community who envisioned a future where no one would have to give birth without support. They imagined a world that cherishes birthing women, their babies, families, and communities. Today, that vision translates into a powerful community-based organization with a staff of 20 and a pool of contracted doulas and staff serving over 300 pregnant people and their families annually. We support low-income pregnant people and families to help them establish strong and healthy foundations. Over 75% of Open Arms clients identify as people of color, and we are highly-regarded for providing culturally relevant and appropriate support. Today, Open Arms has an annual operating budget of over \$3.5M through a combination of funding from public institutions, private foundations, and individual donors.



Open Arms recognizes that the earliest experiences impact brain development, and we work with families to give our next generation the best beginning. Multiculturalism, respect, 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 poverty, whose mothers too often suffer from stress, social isolation, domestic violence, food insecurity and unstable housing in addition to insufficient health and parenting resources. In King County today, Native and African American infants are twice as 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 mothers and babies receive the best possible start and avoid poor outcomes that can have negative consequences possibly lasting a lifetime.

Open Arms' services and community-based approaches are working, and people are taking note. Open Arms is the first community doula program in the nation to be accredited through HealthConnect One. The agency has won several local awards including the Seattle Human Services Innovative Programs Award, as well as SOAR's Community Achievement Award. Our funding partnerships with Social Venture Partners, Pacific Hospital PDA, Perigee Foundation, and Thrive Washington demonstrate that Open Arms has earned the support and respect of the local philanthropic community.

JOB DESCRIPTION

Birth Doula Services (BDS) matches parents with doulas who offer support during the last trimester of pregnancy, throughout labor and birth, and for six to eight weeks after delivery. Doulas also provide parents with education, resources, emotional support and appropriate referrals. Open Arms provides screening and case management to ensure that parent and baby are healthy and connected with other community resources.

The BDS Program Director will play a crucial role in providing leadership of Birth Doula Services' day-to-day finances and operation, maintaining community collaborations, and developing program strategy. The BDS

Program Director will report to the Managing Director, work closely with the Executive Director, and directly and indirectly supervise a team of program staff, a student intern, volunteers, and birth doula contractors. The position interacts with a variety of internal and external partners, which requires strong communication skills and a high degree of integrity and cultural versatility.

Community Collaborations and Program Strategy

- Identify, establish, build, and maintain partnerships with public, private and community-based partners to promote community-based interventions that promote parent and child health. This includes participating in work groups, coalitions, and presenting about Open Arms.
- Help promote the organization and our vision through presentations and meetings with donors and supporters, the Board of Directors, at policy-related discussions.
- Understand the overall landscape of home visiting programs and perinatal support programs in the state.
- Collaborate with local and national researchers to evaluate program data and share findings through local media and peer-reviewed publications.
- Provide guidance and support to develop new strategies to meet evolving needs and respond to new opportunities.
- Ensure effective systems are in place to measure the quality of programs and services and to receive and respond to clients in a caring and timely manner.
- Be able to adapt and adjust work hours occasionally for evening or weekend meetings; including the ability to travel to and from meetings, mostly local with some occasional out-of-town opportunities.
- Addressing issues of social justice and racial equity and dismantling oppressive systems are the foundation of our work. It is extremely important that the BDS Program Director has a strong anti-racist and anti-oppression lens and is comfortable engaging around these topics with staff and in the community, is self-reflective, and is willing to challenge themselves to continually grow and learn.

Program Supervision

- Guide and support the hiring/identification of new program staff as well as contracted birth doulas.
- Design and support initial training and competency development as well as ongoing support and training for program staff.
- Work with staff to identify professional development opportunities; provide coaching and mentorship.
- Guide staff in providing supervision and support to a team of six full- and part-time staff/contractors and 15 contracted doulas.
- Interpret data that will assist with developing communications and reports internally and externally-share successes, challenges, learnings, and new opportunities.
- Develop an overall work plan and with staff support, track milestones and deliverables, and review reports to major program funders.
- Oversee and support the implementation of an evaluation plan and make adjustments to program design as needed.
- Collaborate with the Open Arms core leadership team and program staff to provide fiscal management and strategy.
- Initiate program budget management and contract oversight.
- Address and direct occasional projects with short timelines requiring flexibility and creative problem-solving skills to meet deadlines.
- Guide program growth and development by gathering staff input, overseeing strategy, and communicating critical changes with Open Arms' leadership team, ensuring that the program stays aligned with best practices and Open Arms vision, mission, and values.

Required Qualifications:

- Education and/or experience in Public Health or Social Work.
- Demonstrated experience and success working within community-based parent child health, early learning programs, or home visiting programs.
- Excellent interpersonal skills and experience coaching and/or supervising people from a variety of backgrounds and cultures.
- Prior experience and confidence as a trainer and facilitator.
- Strong skills when using Microsoft Office programs, especially Outlook, Word, and Excel. Must be able to interpret, develop and manage budgets in Excel.
- Excellent ability and successful, well-developed experience connecting with underserved and underrepresented people, as well as a strong, intersectional approach to promoting racial equity and anti-oppression work.
- Deep understanding of, and ability to work with, the systems that serve communities impacted by trauma, racism, discrimination, and health disparities.
- Prior experience working within and/or with communities of color.
- Ability to travel primarily within Seattle and King County, with occasional out-of-town travel.

Preferred Qualifications

- Experience working with government grants, contracts and agencies.
- Passion for and familiarity with or experience as a birth worker or supporting families during the perinatal period (i.e. a doula, childbirth educator, parenting educator, or early education specialist).
- Experience and training in Reflective Supervision.

Mental and Physical Abilities

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 Abilities Required:

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 decision-making and problem analysis. The position occasionally requires creativity. Attention to detail also required. This position includes a high amount of desk work, sitting, filing, phone and computer screen time.

Physical Abilities Required:

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 travel to work. Working conditions include normal office work primarily based at our Seattle location.

WHAT WE OFFER

- **Compensation:** This is a 40-hour-per-week, exempt position with a salary range of \$70,000 - \$73,000 annually, commensurate on experience and qualifications.

- **Benefits:** paid health, vision, and disability insurance, generous paid time off and paid holidays, and professional development opportunities. Option to contribute to a 401k, flexible spending and dependent care expenses account, and supplemental insurance.
- **Flexible and family-friendly environment:** Because of our mission and the services we provide, 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. 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 breastfeeding in the workplace.
- **Supportive and inclusive workplace culture:** We have an informal workplace culture, and staff develop strong, supportive connections with each other. We are proud of our extremely diverse staff in all demographic areas, which creates a very rich and inclusionary organizational culture.
- **Commitment to equity:** Open Arms is 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 people of color and other historically underrepresented and marginalized groups.

APPLICATION PROCESS

Send a resume and cover letter to hr@openarmsps.org with “BDS Program Director” in the subject line by **March 14, 2019**. No phone calls or paper submissions please.

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**