

Outreach Doula Program Coordinator

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

The Outreach Doula (OD) Program Coordinator will report directly to the Outreach Doula Program Manager. The Coordinator will be exceptionally organized, capable of managing and prioritizing multiple tasks, collaborative, and maintains a high level of attention to detail. This position includes a high amount of desk work, sitting, filing, phone and computer screen time. There are times where the ability to lift or carry items heavier than 10lbs will arise, employment is not dependent on the applicants' ability to do this.

Program Support

- Coordinate the referral process, intake paperwork, and referral reports.
- Ensure HIPAA compliance.
- Support development and implementation of new projects.
- Maintain program processes and program curriculum in the Community-Based Outreach Doula Manual.
- Participate in team meetings, and community meetings as needed.
- Coordinate client supplies and resources by working with Westside Baby, donor organizations, and other Open Arms departments.
- Stock, reorder, and maintain program education materials and program supplies.
- Maintain accurate paper and electronic files.
- Support the coordination of professional development and trainings for Outreach Doulas.
- Assist with process and systems improvement, including implementing new tools and procedures for workflow efficiency.
- Maintain a program calendar with deadlines.

Data & Compliance Management

- Maintain organized and complete client files and conduct regular chart audits.
- Maintain data compliance for accreditation, Department of Health, Department of Early Learning, and other funders.
- Working closely with the Outreach Doula Program Manager, communicate with Outreach Doulas about compliance.
- Track and provide accurate screening tools for each client, within our program timelines for screening.
- Provide weekly and monthly reports.
- Conduct data entry of services and analyze data for continuous quality improvement.
- Communicate with Outreach Doula Program Manager of any compliance issues.
- Prepare reports and deliverable for funder site visits.
- Report program trends to the programs team.

Required Qualifications:

- Ability to plan, coordinate, and organize work projects
- Strong communication and writing skills
- Experience collaborating with a variety of staff
- Strong attention to detail
- Proactive and a passion for completing projects
- Ability to provide constructive feedback
- Experience in working with communities of color and strong racial, disability, gender and economic justice framework
- Passion for and commitment to the mission of Open Arms including commitment to anti-oppression and de-colonization work with a focus on racial equity and reproductive justice, specific to birth justice
- Aptitude for solving problems with creativity and resourcefulness
- Ability to develop positive relationship with clients, doulas, providers, staff
- Proficiency with Microsoft Office applications, especially Access, Excel, Outlook and Word,
- Background check required

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 \$42,000 - \$45,000 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 "OD Program Coordinator" 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