

RESOURCE & REFERRAL 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 Resource and Referral Coordinator will integrate with all three Open Arms programs (Birth Doula Services, Outreach Doulas, and Breastfeeding Peer Counseling) to screen clients and organize resources for families. The ideal candidate is people oriented and collaborative, exceptionally organized, capable of managing and prioritizing multiple tasks, and maintains a high level of attention to detail. This position includes a high amount of deskwork, sitting, filing, phone and computer screen time.

Referral Coordination (80%)

- Conduct a basic client intake over the phone and manage the referral process for all Open Arms programs
- Maintain organized and complete client files and referral records. Ensure HIPAA compliance.
- Research and provide community resources for programs
- Manage and provide resource sharing and referral assistance for clients needing other services not provided by Open Arms
- Manage all referrals in Ejas system, including monthly Ejas updates
- Maintain communication and relationships with community referral sources
- Create and/or edit flyers according to established events and as directed
- Report monthly about referral trends, and consistent referral resources
- Post on Facebook and share via email about the programs, our events, and other information of interest to our client community
- Update referral form as needed
- Coordinate with program staff to assist with or initiate data entry for services and analyze data for continuous quality improvement
- Support development and implementation of new programs by improving processes for managing referrals to programs

Resource & Baby Boutique Coordination (20%)

- Manage incoming client orders for baby items through our partner organization, Westside Baby (WSB), and then coordinating with doulas and clients to distribute orders
- Maintain an inventory of items and track request for items in our Baby Boutique, which is a free resource for Open Arms client families
- Utilize and maintain Open Arms' internal order tracking system for baby items
- Maintain communication and partnerships with WSB and other community organizations providing resources to clients and donations to Open Arms. Seek out new partnerships.
- Provide resources and referrals as appropriate to Open Arms program staff, doulas and clients
- Prepare donated items for clients: making sure that equipment has all the necessary pieces, working with inspectors to ensure that equipment is safe & usable, and checking that most items are in clean, working condition
- Coordinate staff coverage for Baby Boutique hours and other times for client pick ups
- Help arrange deliveries to clients as needed
- Support development and implementation of the resources coordination and Baby Boutique process

Qualifications:

- At least one year of referral management experience (resources, referrals, support planning, services management, advocacy support)
- Ability to plan, coordinate, and organize work projects
- Strong communication and writing skills
- Experience collaborating with a variety of staff
- Ability to maintain confidentiality around HIPAA-protected information

- Comfortable listening to birth stories, client experiences, client interests and needs
- Strong attention to detail
- Experience in working with communities of color and 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
- Passion for and commitment to the mission of Open Arms
- 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, Google Apps for work, and social media platforms
- Demonstrated experience (via paid work, volunteer, or life experience) in birth work, parenting and early learning and development is highly desirable
- Fluency in Spanish (written and spoken) is highly desirable
- 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, non-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 “Resource and Referral 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**