

## Community-Based Outreach Doula

### 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

Open Arms is searching for two Community-Based Outreach Doulas (CBOD) who identify as members of the Latinx and American Indian/Alaskan Native communities. Both positions are full time and CBODs will provide support for members from their identified communities. Our Outreach Doula program consists of a program director, manager, coordinator, and currently six CBODs (soon to be 8 CBODs).

Community-Based Outreach Doulas are childbirth support providers who are of and from the community they serve. They are committed to helping other women in their communities have satisfying birthing and parenting

experiences. They are trained specifically to provide culturally appropriate pregnancy, birthing and parenting support to pregnant people and their families. Open Arms' CBODs provide support during pregnancy, at the birth, and with the family until the child reaches the age of 2 years old.

### **Direct Service Work**

- Maintain a caseload of 12 to 15 families.
- Provide individual pregnancy support, including up-to-date and culturally appropriate childbirth education and information.
- Provide individualized doula support throughout labor and birth.
- Develop relationships with clients focusing on healthy pregnancy, birth, and parenting. Assists with maternal/infant bonding, infant social emotional development, infant feeding and other postpartum support as needed.
- Provide visits at home, in the communities of King County, Pierce County, and Snohomish County.
- Develop and maintain community relationships with partner agencies to ensure smooth service delivery to clients.
- Conduct screenings and provide prenatal, birth, and early parenting education to families as outlined by Open Arms Outreach Doula guidelines.
- Work within the Community-Based Outreach Doula scope of practice and follow safe working practices.
- Agree to participate in professional development through continuing education, committees, and work groups.
- Perform other duties as assigned.

### **Data Management and Reporting**

- Document every home visit and phone contact through written notes and data collection forms.
- Maintain accurate client records, including intakes, assessments, and client dismissals.
- Turn in additional documentation for reimbursement (mileage) in a timely manner.
- Report monthly grant requirements to the Outreach Doula Program Manager.
- Enter data into the data management system and any other grant required data management system.
- Comply with HIPPA standards of privacy to maintain client confidentiality.

### **Program Support and Community Advocacy**

- Engage with the community and take on leadership roles within the community that focus on social justice and equity for our families.
- Speak at various panels and conferences and build relationships with community partners.
- Provide feedback from the community to inform and improve culturally responsive services.
- Attend conferences locally and out of state and share information back with other Community-Based Outreach Doulas.

### **Required Qualifications:**

- Demonstrate knowledge of current information regarding Community-Based Outreach Doulas, birth work, lactation support, early parenting, attachment, bonding, and early learning.
- Candidates for each position must identify as from and of the Latinx and American Indian/Alaskan Native communities (Spanish required for Latinx Community-Based Outreach Doula position).
- Work collaboratively with team members, as well as work independently to schedule and facilitate home visits.
- Excellent responsibility, communication, and follow through.
- Must have a deep appreciation for culturally responsive services, especially during the perinatal period and early parenting period.

- Demonstrate the ability to recognize complex situations and respond appropriately by seeking appropriate resources or referring out as necessary.
- Possess the ability to provide unbiased guidance and collaboration to families and coworkers.
- Complete a Community Doula Training Program with Open Arms as well as other training requirements within one year of hire date.
- Ability to meet program deadlines and expectations.
- Ability to communicate in English verbally and written.
- Have basic computer skills: Sending emails, editing documents, and attaching files to emails.
- Valid Washington State Driver's License and reliable Transportation with current automobile insurance. This position requires frequent driving and visits to client homes throughout Seattle and King, Pierce, or Snohomish Counties.
- Offer for employment is contingent upon successful completion of a background check.

### **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 \$45,000 - \$48,000 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](mailto:hr@openarmsps.org) with “**Community-Based Outreach Doula**” in the subject line by **4/5/2019**. 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**