Job Description: Program Coordinator

Classification: 0.75 FTE (30 hours/week); Non-Exempt
Reports to: Director of Programs
Salary: $20-24 per hour
Start Date: Summer 2021

About Rainier Valley Midwives:
Rainier Valley Midwives (RVM) is a 501(c)(3) nonprofit midwifery clinic located in South Seattle. Our mission is to improve maternal and child health outcomes among those living in the Rainier Valley, particularly among BIPOC communities. We provide prenatal care and pregnancy support to those who are pregnant, those who want to get pregnant, and those who have just had their baby. We also provide well-being and family planning services.

We take a collaborative and comprehensive approach to providing individualized wrap-around care to clients. This means our care teams include midwives, doulas, doctors, mental health counselors, and lactation specialists. We help clients engage in their care and have the birth of their choice, whether it be at home, in a birth center, or in a hospital. Many of our grant funded programs provide clients with free birth and postpartum doulas, and lactation support, regardless of ability to pay.

Program Coordinator Role:
This is an essential role that will report to our Director of Programs. Specifically, the Program Coordinator will be responsible for supporting and coordinating our Birth Bundle Project program. This program is funded by King County’s Best Starts For Kids (BSK) and provides dedicated perinatal providers and services for every client with the goal of providing customized education, access, and support to meet the needs of the families and communities we serve. The goal of this program is to provide comprehensive wrap-around care for clients, ensuring each client receives access to clinic visits with midwives and/or physicians, birth and postpartum doula support, and lactation education.

The Program Coordinator role will communicate with patients, providers, and community members, help ensure grant compliance, participate in working with county representatives, support the workflow of administrative staff and clinical providers, and contribute to the collection and evaluation of data. This position provides independent and high-level confidential programmatic and administrative support and will be a communication hub for team members and external audiences. Success in this position comes from the ability to track and execute a high volume of tasks with precision.

The ideal candidate will prioritize customer service, be comfortable speaking with pregnant clients, and be skilled with spreadsheets. You will also be detail-oriented, accountable, and comfortable working independently. If you are savvy, resourceful and a go-getter, please apply!
This role is located at our clinic in South Seattle. Staff are currently working remotely due to COVID, but we hope to be back in-person when safe to do so.

**Primary Responsibilities**

**Coordinate Birth Bundle Project:**
- Work with our clinical providers to ensure all clients receive all components of the Birth Bundle (Birth doula, postpartum doula, lactation support, Baby Box, support groups)
  - Communicate with midwives and providers to understand clients’ needs
  - Connect clients to resources, services, and programs within RVM
- Coordinate a team of contracted doulas:
  - Conduct frequent check-ins and provide support to doulas
  - Track doula availability for client matching
  - Identify, share-out, and host training opportunities for doulas
- Coordinate doula-client matching processes, including:
  - Conduct intake questionnaires with clients
  - Pair clients with doula
  - Check in and following up with doulas and clients throughout their care
- Create and maintain processes for efficiently tracking the Birth Bundle Project
- Utilize electronic healthcare record system to schedule client appointments, communicate with clients, and inform doula matches
- Maintain client confidentiality and comply with federal HIPAA rules and regulations
- Schedule and facilitate meetings and ensure action items are assigned and completed
- Assist with recruitment of new prenatal and postpartum doulas

**Support Grant Compliance**
- Oversee flow of Birth Bundle forms and surveys, including:
  - Manage program spreadsheets and data collection;
  - Coordinate client enrollment and progress throughout the program;
  - Track survey completion and gift card distribution;
  - Compile survey data for use by data collection agency, clinic staff, and board members.
- Coordinate:
  - Training sessions and events for providers and collaborative partners;
  - Collaborations between RVM and community partners;
  - Communications and meetings with contracted services;
- Complete quarterly reports as required by our funder.
- Schedule and attend meetings with BSK, evaluation team, clinic staff, program directors, partners, providers, and funders.
- Support contractor invoicing processes.
- Manage information sharing and smooth day-to-day operations by maintaining calendars and filing systems, updating client information and contact lists, and creating content or announcements.
● Look for opportunities to standardize common tasks and build systems, assuring that processes spread among multiple individuals are completed with a high degree of accuracy and on time.
● Support development of grant applications, email communications, internal policies, etc.
● Meet with the Director of Programs weekly and attend staff meetings.
● Other assigned tasks as necessary.

Requirements
● 2-4 years of work experience in project management, program coordination, public health, or a related field.
● Demonstrated commitment to antiracist and intersectional social justice work.
● Personal or lived experience working with diverse communities and people from different backgrounds, races, and religions.
● Detail oriented and incredibly organized.
● A strong commitment to integrity, professionalism and customer service.
● Excellent communication skills, including written and verbal.
● Strong computer skills are mandatory for this position, with proficiency in Microsoft Office (Word, Excel, Powerpoint), Google Drive (Docs, Sheets, Slides, Forms), and Zoom.
● Highly skilled in organizing electronic files and folders, and improving efficiency.
● Ability to work collaboratively in a team environment.
● Ability to travel to locations in South Seattle, Renton, and Beacon Hill for work and meetings.
● Effective time management skills.

Salary and Benefits
The starting salary/rate for this position is $20-24 per hour. RVM provides a generous benefits package including full medical, dental, vision coverage paid by the employer. Paid holidays and a generous Paid Time Off (PTO) plan are also included.

To Apply
Email your resume and cover letter to info@myrvcc.org.

Equal Employment Opportunity Statement
Rainier Valley Midwives is an affirming, positive, diverse work environment. People of color and people with lived experience in historically marginalized communities are strongly encouraged to apply. Rainier Valley Midwives 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.