

DOULA PROGRAM MANAGER

POSITION SUMMARY

The Doula Program Manager is responsible for the management of the Doula program in collaboration with the Perinatal Education Coordinator, and provides ongoing, professional, reflective supervision to doula program staff. The Doula Manager works with the Director of Program Operations in developing program plans and achieving outlined outcome objectives, implements quality assurance plans, directs case management, manages the participant waitlist and assignment of families to doula caseloads, coordinates the referral to and transition of participants to other agency programs and services, monitors the performance of doula program staff, and maintains data collection systems and processes to support program outcome reporting. Leadership is aimed toward assuring quality of services, innovating new engagement and service delivery strategies, implementing best practice standards, fulfilling funding requirements, and protecting the confidentiality of and respect for the adolescent families served. As a trained doula, the Doula Manager is on-call to support doulas when attending participant births and may be required to provide back-up coverage for births. The Doula Manager may also act as a liaison to other community agencies, monitor collaborations, and support the coordination of services between agencies. This is a full time (40 hours per week), non-exempt, grant funded position.

JOB RELATIONSHIPS:

- Reports directly to the Director of Program Operations.
- Co-manages the Doula Program with the Perinatal Education Coordinator.
- Participates in all agency staff meetings, management team meetings, and other meetings as assigned.
- Supervises Doula Program staff and volunteers.

ESSENTIAL FUNCTIONS:

- Provide weekly reflective and administrative supervision to program staff in accordance with agency and funder standards and best practices.
- Assist in the hiring process and coordinate the orientation and training of new doula staff.
- Provide consistent phone-based support to doulas on an on-call basis, responding to text messages and calls in a timely manner while doulas are engaged in various situations at home visits or births.
- Maintain all appropriate program staff documentation, including but not limited to performance reviews, supervision notes, training and continuing education, etc.
- In collaboration with the Perinatal Education Coordinator and Healthy Families Program Manager, plan and lead team meetings including scheduling, arranging speakers/activities, agendas, and documenting minutes.
- Build and maintain partnerships with local hospitals, public health centers, doctor's offices/midwives, schools, and other community agencies to support training, referrals, and other collaborative opportunities.
- Implement and ensure compliance with all policies of the agency, program, funders, and/or licensing bodies.
- Monitor the timely and accurate completion of all paperwork and documentation of services delivered.
- Monitor participant files for quality assurance and liability purposes.
- Implement scheduled program evaluation activities and processes.
- Coordinate and maintain relationship with Doula Program Clinical Consultant, including monthly meetings, training planning, etc.
- Provide back-up support for Perinatal Groups as needed.
- Create and monitor doula on-call schedules.
- Maintain relationships with funders and ensure compliance with all funder requirements, best practices, etc.
- Represent the agency at site visits and community meetings as directed.
- Works cooperatively, collaboratively, and effectively with other members of agency management team, Infant Mental Health Consultant, and Clinical Supervisor.
- Effectively and regularly communicates with the Director of Program Operations regarding program numbers, outcomes, cases of abuse and neglect and general programmatic updates.
- Other duties as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Demonstrated skills and experience as a doula, midwife, prenatal nurse or similar field preferred.
- Strong leadership skills and supervisory/management experience.
- Able to provide reflective and administrative supervision to individuals who have a variety of experience levels.
- Non-judgmental, strengths-based, solutions-focused, collaborative, and supportive approach with diverse groups including co-workers, direct reports, clients, volunteers, board members, funders, and community members.
- Able to communicate clearly, effectively, and professionally with a variety of audiences.
- Resourcefulness, creativity, and strong problem-solving skills.
- Experience in providing support to families facing multiple challenges and knowledge of family/infant health issues.
- Able to apply best practice, mandated reporting, liability and procedural considerations to crisis situations.
- Excellent organization and time management skills, with demonstrated ability to coordinate and meet deadlines, manage staff in completion of paperwork, and complete documentation and reporting requirements accurately and timely.
- Excellent follow-through and responsiveness.
- Able to work with flexibility, adapt to change, and prioritize appropriately to handle multiple tasks.
- Intermediate proficiency in Microsoft software applications (Excel, Access, Word, Outlook, etc.). Data entry and analysis experience strongly preferred.
- Able to maintain strict confidentiality of the clients served by Teen Parent Connection.
- Must have dependable transportation, valid driver's license, and proof of auto insurance.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

Work is performed in an office environment, in close proximity to other workers. Physical demands are moderate, consisting primarily of sitting, standing, walking, lifting, and carrying moderately heavy boxes. Incumbent must be able to see and hear in the normal range with or without correction, and communicate verbally and in written form with great facility and must be able to be understood. Incumbent must be able to work occasional weekends and/or evenings at site locations throughout DuPage County.

- Ability to drive a car (does not include transportation of clients).
- Ability to climb stairs and ambulate in and out of site locations in all weather, as needed.
- Ability to learn and communicate training and curriculum materials via written, verbal, and visual methods.
- Ability to lift and carry up to 25lbs.

EDUCATION AND EXPERIENCE

Bachelor's degree in early childhood development, education, public health, social work or related field preferred. Equivalent work experience in relevant area(s) may be considered. Minimum of four (4) years of professional experience.

Teen Parent Connection is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.

Position is hourly with a starting rate of \$23.07 to \$24.75 per hour depending on experience and qualifications.

To apply, please email letter of interest and resume to hring@teenparentconnection.org