

DOULA PROGRAM MANAGER

Recruitment #1905-4789-001

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| List Type | Original |
| Requesting Department | HEALTH DEPARTMENT |
| Open Date | 6/6/2019 7:00:00 PM |
| Filing Deadline | 7/1/2019 11:59:00 PM |
| HR Analyst | Kristin Urban |

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INTRODUCTION

Located on the western shore of Lake Michigan, Milwaukee is an urban hub bursting with energy. Milwaukee provides a casual sophistication – big city appeal without the big-city hassles. We are accessible and affordable, and our residents are welcoming. Milwaukee brings together its unsurpassed old world charm with a breathtaking art museum, top-flight arts and cultural attractions, professional sports, lakefront festivals, recreational opportunities and great restaurants. kee provides a casual sophistication – big city appeal without the big-city hassles. We are accessible and affordable, and our residents are welcoming. Milwaukee brings together its unsurpassed old world charm with a breathtaking art museum, top-flight arts and cultural attractions, professional sports, lakefront festivals, recreational opportunities and great restaurants.

PURPOSE

With a focus on maternal and child health and improving birth outcomes, the Doula Program Manager in the Maternal & Child Health Division (MCH) provides supervision to the division's community doulas. The Doula Program Manager supports staff in “mothering the mother” through her pregnancy and post-natal experiences by ensuring intentional, client-centered, trauma-informed programming. Particular emphasis will be placed on those most at risk for poor health and birth outcomes.

ESSENTIAL FUNCTIONS

Manage Staff and Programming: Provide ongoing supervision of program staff; plan and coordinate training and (re)certification of staff as doulas, certified lactation consultants, community health workers and in CPR and basic life support; oversee both case and outreach assignments for staff. Provide quality assurance,

emphasizing well documented, accurate, organized and up-to-date case notes. Perform home and/or hospital visits to assess and train staff.

Public Health Education and Social Support: Schedule and coordinate community health education sessions and social support groups in order to build capacity for individuals on topics such as managing side effects or chronic pregnancy-related issues, patient’s rights and responsibilities, exercise, nutrition and self-care. Engage staff and clients around concepts of “mothering the mother,” emphasizing the dyadic and transactional nature of early social interaction. Provide education and ongoing support around labor and delivery, creating birth plans, breastfeeding, preparing for baby to come home, and help with emotional and physical recovery after a client gives birth. Provide appropriate referrals and comprehensive information to clients regarding general health, prevention of side effects and required processes for applying for health and human service benefits. Perform Doula services, based upon caseload and staff capacity.

Data Collection and Reporting: Oversee data collection, program evaluation and preparation of events tracking for departmental reporting relative to program or contract objectives, or as assigned by MHD and City of Milwaukee leadership. Coordinate data collection and maintenance in accordance with program and departmental standards. Present data and provide feedback around areas in need of services. Prepare and input monthly documentation in the division’s dashboard, complete annual reports and ensure data quality on a continual basis.

Community Relations/Training: Establish and maintain collaborative relationships with other MHD programs and outside service agencies involved in the provision of child and health care services. Design activities to recruit new community partners and oversee systems to document efforts, client participation, referrals, and follow-up. Convene and facilitate the Milwaukee Lifecourse Initiative for Healthy Families (LIHF) Healthcare Access Committee. Implement both innovative and pre-identified, evidence-based protocols within the community in a culturally competent manner. Fulfill requests and conduct training focused on “mothering the mother” for entities seeking information, presentations, and participation at community health events, prioritizing those that serve communities with the greatest need. Collaborate with all MHD divisions to ensure MCH programmatic representation at applicable events.

Program Promotion: In conjunction with the divisional director, create an outreach strategy targeting diverse and non-traditional locations to strengthen and increase programmatic reach. Write, design and distribute marketing materials, flyers, program information, reports and a programmatic newsletter to targeted audiences. Conduct site visitation, establish relationships, build rapport with site staff, and provide education, technical assistance, and capacity building activities to partners in need.

Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008.

CONDITIONS OF EMPLOYMENT

- Work schedule will include weekends and evenings, as required to meet the needs of the position.
- Must carry a City-issued cell phone during work hours.
- Certifications for which training is provided through the MHD following hire (e.g. Lactation Consultant) must be acquired and maintained throughout employment.

MINIMUM REQUIREMENTS

1. Bachelor's degree in nursing, public health, social work, community health or a related field from an accredited college or university.
2. Three years of related experience and/or training in public health community outreach, program development, and/or other community organizing related to maternal and child health, including one year of supervisory experience.

Equivalent combinations of education and experience may also be considered.

3. Doula certification within six months of appointment and throughout employment. **The training for the Doula certification will be provided by the MHD.**
4. Valid Driver's License at time of application and throughout employment.
5. A properly insured vehicle for use on the job at the time of appointment and throughout employment; **mileage reimbursement will be provided**

* Submitted for consideration by the Finance and Personnel Committee at their June 12, 2019 meeting.

IMPORTANT NOTE: College transcripts are required and must be received by the application period closing date. Transcripts should be attached to your online application. Applications without transcripts attached will be considered incomplete and will be rejected. Student/unofficial copies are acceptable; however, your transcript must be legible and include your college/university name, your name, the degree completed(if applicable) and the date completed.

DESIRABLE QUALIFICATIONS

- Certification as a Doula and/or Lactation Consultant.
- Master's Degree from an accredited college or university in nursing, public health, social work, community health or a related field.
- Bilingual skills (e.g. Spanish or Hmong).

KNOWLEDGES, SKILLS, ABILITIES & OTHER CHARACTERISTICS

Supervisory Skills: Ability to develop and implement strategic goals, policies and procedures. Ability to coach and mentor direct reports. Ability to apply time management techniques and prioritize responsibilities to ensure work is accomplished by project deadlines. Leadership, supervisory, and training skills: ability to assign duties, set performance standards, provide guidance and training, monitor work in progress, evaluate performance, and make hiring recommendations. Ability to develop processes and strategies for working efficiently.

Technical Skills: Knowledge of health equity concepts and the social determinants of health. Ability to learn the components of implementing a trauma-informed care model. Knowledge and expertise relative to creating birth plans, conducting pre-and post-natal assessments and completing documentation. Knowledge of contemporary theories of child development issues, practices, and trends.. Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures and governmental regulations.

Communication Skills: Ability to write reports, business correspondence, and procedural manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public. Ability to effectively communicate with offsite staff.

Interpersonal Skills: Ability to build and maintain good working relationships with a multi-cultural, multi-disciplinary staff, the public, various City of Milwaukee Officials and other agencies. Ability to work cooperatively, effectively, and fairly with coworkers and citizens whose background may differ from one's own. Ability to provide services in a culturally sensitive manner. Ability to establish and maintain educational and supportive relationships with individuals, families, and groups. Ability to manage emotional or difficult client situations.

Mathematical Skills: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent, and to draw and interpret bar graphs.

Computer Skills: Knowledge of and ability to work with computer applications, including database, spreadsheet, word processing, and presentation software as well as case management information systems.

Judgment and Analysis: Ability to maintain confidentiality. Ability to solve practical problems and deal with a variety of concrete variables in situations where only a limited standardization exists. Ability to work under pressure and handle multiple and changing priorities. Ability to respond quickly and efficiently in a fast-paced environment. Ability to employ innovative approaches to meeting and resolving assignments and critical issues. Ability to represent the department with professionalism, honesty, and integrity. Highly motivated, self-directed and well organized.

CURRENT SALARY

The current salary range (1EX) for City of Milwaukee residents is \$63,807- \$81,844 annually and the non-resident salary range is \$62,242- \$79,836 annually. ***Appointment above the minimum is possible based upon level of experience and other qualifications and is subject to approval.***

The City of Milwaukee provides a comprehensive benefit program that includes the following:

- Defined Benefit Pension Plan
- 457 Deferred Compensation Plan
- Health and Dental Insurance
- Comprehensive Wellness Program
- Onsite Clinic Services

- Onsite Employee Assistance Program
- Alternative Work Schedules
- Long Term Disability Insurance
- Group Life Insurance
- Tuition Benefits
- Paid Vacation
- 11 Paid Holidays
- Paid Sick Leave and other paid leaves
- Flexible Spending Arrangement
- Commuter Value Pass

For full details of the benefits offered by the City of Milwaukee, please visit <http://city.milwaukee.gov/Benefits2019>.

SELECTION PROCESS

The selection process will be job-related and will consist of one or more of the following: an evaluation of related education, experience and accomplishments, written tests, interview, or other assessment methods. The Department of Employee Relations reserves the right to call only the most qualified candidates to oral and performance examinations. Oral examinations may include written exercises. Selection process component weights will be determined by further analysis of the job.

ADDITIONAL INFORMATION

Applications and further information can be accessed by visiting www.jobaps.com/MIL.

INITIAL FILING DATE: The selection process will be conducted as soon as practical after **July 1, 2019**. Receipt of application materials may be discontinued at any time after this date without prior notice. However, recruitment may continue until the needs of the City have been met. The applicant is responsible for attending all phases of the job selection process at the time and place designated by the City of Milwaukee.

Applications and transcripts should be submitted no later than the deadline listed above.

If you would like assistance completing an application, please contact the Department of Employee Relations at (414) 286-3751 or staffinginfo@milwaukee.gov.

The Department of Employee Relations is located in City Hall, 200 E Wells St, Room 706, Milwaukee, WI 53202.

CONCLUSION

EEO 104

The City of Milwaukee values and encourages diversity and is an equal opportunity employer.