

DOULA

Recruitment #2011-2226ED-001

List Type	Original
Requesting Department	HEALTH DEPARTMENT
Open Date	11/12/2020 1:05:00 PM
Filing Deadline	12/7/2020 11:59:00 PM
HR Analyst	Nola Nelson

[Go Back Apply](#)

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.

The City of Milwaukee is proud to employ a diverse workforce that is committed to providing exemplary service to the City's residents. If you have a passion for being a part of an inclusive team of public servants, please consider the following opportunity.

PURPOSE

By implementing a variety of strategies, the Doula identifies families in need and provides home and hospital visitation services for pregnant and parenting City of Milwaukee families.



ESSENTIAL FUNCTIONS

Home Visiting Services

- Develop and maintain supportive, trusting relationships with clients and their families to promote maternal child health and positive birth outcomes.
- Utilize professional training and judgment to complete assessments and screening of client's physical, social, psychological, and environmental health status in order to develop and implement care plans, make appropriate referrals, and provide in-person connections to community resources.
- Provide on-going home visits and contact using phone/digital messaging.
- Serve as an advocate to ensure clients receive appropriate services from governmental, community, medical, and private entities.
- Provide individualized health education relative to adopting safe and healthy behaviors, including healthy parent-child interaction and self-care practices.
- Collaborate with private care providers, allied professionals, and other MHD personnel regarding needs of clients; provide consultation and support to MHD team members.

- Document all client interactions following MHD policy, Doula scope of care, and Medicaid requirements.
- Develop and implement care plans for resolution of assessed need.

Public Health Education and Social Support

- Engage clients and community partners around concepts of “mothering the mother,” emphasizing the dyadic and transactional nature of early social interaction.
- Create learning environments where participants feel secure, valued, successful, and happy in order to nurture maternal sensitivity and responsiveness.
- Provide education and ongoing support around labor and delivery, assisting in the creation of birth plans, breastfeeding support, preparing for baby to come home, and help with emotional and physical recovery after a client gives birth.
- Develop, identify, teach, evaluate and/or provide technical assistance related to educational methods and materials appropriate for target audiences.
- Provide appropriate referrals and comprehensive information to clients regarding general health, prevention and required processes for applying for health and human service benefits.

Establish and maintain collaborative relationships and training in the community

- Establish and maintain collaborative relationships and educate the public about the BOMB Doula Program and services in order to recruit and enroll clients.
- Implement both innovative and pre-identified evidence-based protocols within the community in a culturally competent manner.
- Fulfill requests for information, presentations and participation at community health events, especially those that serve communities with the greatest need.
- Collaborate with MHD divisions to staff community events.

Outreach and Program Promotion

- Use data to guide an outreach strategy that targets diverse and non-traditional locations.
- Assist in the development and distribution of program marketing materials.
- Partner with MHD programs, particularly the Maternal and Child Health (MCH) programs, in order to provide comprehensive program promotion to best serve the needs of the families in the City of Milwaukee.

Data Collection and Reporting

- Participate in data collection, program evaluation, record maintenance and preparation of event tracking for departmental reporting in accordance with programmatic and departmental standards.
- Provide data and feedback around areas in need of services, and prepare monthly documentation and annual reports to monitor and pursue continuous quality assurance and improvement.

We welcome qualified individuals with disabilities who are interested in employment and will make reasonable accommodations during the hiring process 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

- Participate in a work schedule that will include on-call hours in order to meet client needs; this schedule will include working evenings and weekends, based upon the triage of labor and delivery coverage amongst the Doula team members.
- Report to all MHD Program locations and varied service delivery environments, including private homes, hospitals and clinics.
- Work assignments and reporting locations may be adjusted on short notice to provide staff coverage during unexpected absences, in order to meet client needs or in emergency situations.
- Lift and move 25 pounds, including carrying the Doula bag and equipment, providing comfort measures during labor and delivery (e.g. helping the birthing mother move around), and lifting infants and small children.

- Travel outside the City of Milwaukee, occasionally overnight, for training purposes or for participation in job related meetings.
- Based upon each department's responses to the COVID-19 pandemic and the needs of each department, employees may be expected to work from home intermittently or continuously.

MINIMUM REQUIREMENTS

1. Bachelor's degree in nursing, social work, public health or a related field from an accredited college or university; OR an associate degree in nursing, public health services, human services or a related field from an accredited college or university and two years of experience working in the fields of maternal/child health, labor and delivery and/or doula/birth work performing duties closely related to the position.
2. Certified Doula within one year of appointment, and throughout employment; passing probation is contingent upon successfully fulfilling this requirement. For more information on becoming a Certified Doula with Doulas of North America (DONA) International, please visit: <https://www.dona.org/become-a-doula/>
3. Certified Lactation Counselor® (CLC) certification within one year of appointment, and throughout employment; passing probation is contingent upon successfully fulfilling this requirement. For more information regarding becoming a Certified Lactation Counselor® (CLC) with The Academy of Lactation Policy and Practice (ALPP), please visit: <https://www.alpp.org/index.php/certifications/certifications-clc>
4. Valid driver's license and possession of a properly insured vehicle for use on the job is required at time of appointment and throughout employment. Mileage reimbursement is provided.*

*Note: The mileage reimbursement is subject to approval by the Finance and Personnel Committee at the next meeting scheduled on Tuesday, November 17, 2020.

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

- Bilingual in Spanish or Hmong.
- Registration as a Certified Doula.
- Registration as a Certified Lactation Counselor® (CLC) by the Academy of Lactation Policy and Practice (ALPP), Certified Breastfeeding Specialist or equivalent.

KNOWLEDGES, SKILLS, ABILITIES & OTHER CHARACTERISTICS

Technical Skills

- Knowledge of health equity concepts and how the social determinants of health impact the local community.
- Ability to establish and maintain educational and supportive relationships with individuals, families, and groups.
- 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 learn the components of implementing a trauma-informed care model.
- 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 speak clearly and persuasively in order to effectively present information and respond to questions from managers, clients, and the general public.

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 maintain positive working relationships with clients, multi-cultural and multi-disciplinary staff, other agencies, and the public.
- 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.
- Ability to work under pressure and handle multiple and changing priorities.
- Ability to think and respond quickly and efficiently in a fast-paced environment.
- Ability to plan and organize work.
- Situational ability to recognize the role and scope of duties of the doula within the health care setting.

CURRENT SALARY

The current salary range (2 EN) is **\$45,306-\$63,426** annually and the resident incentive salary range for City of Milwaukee residents is **\$46,665-\$65,329** 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 <https://city.milwaukee.gov/der/benefits>.

SELECTION PROCESS

THE SELECTION PROCESS will be job related and will consist of one or more of the following: education and experience evaluation; written, oral, or performance tests, 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.

INITIAL FILING DATE - The examination will be held as soon as practical after **Monday, December 7, 2020**. Receipt of applications 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. Qualified applicants will be notified of the date, time, and place of the examination. Unless otherwise required by law, the City of Milwaukee will not provide alternative test administration. The applicant is responsible for attending all phases of the job selection process at the time and place designated by the City of Milwaukee.

ADDITIONAL INFORMATION

- Applications and further information may be accessed by visiting, <http://city.milwaukee.gov/jobs>.
- 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 at City Hall, 200 E. Wells St., Room 706, Milwaukee, WI 53202.

SELECTION PLAN

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

CONCLUSION

EEO 206