

DOULA PROGRAM COORDINATOR

Recruitment #2008-2106DC-001

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| List Type | Original |
| Requesting Department | HEALTH DEPARTMENT |
| Open Date | 8/18/2020 11:00:00 AM |
| Filing Deadline | 9/8/2020 11:59:00 PM |
| HR Analyst | Nola Nelson |

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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 has evolved through the years, bringing 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 MHD BOMB DOULA PROGRAM

The Birth Outcomes Made Better (BOMB) Doula program is a City of Milwaukee and Milwaukee County funded initiative created to support healthy pregnancies and nurture healthy babies in the City of Milwaukee. The goal is to reduce maternal and infant mortality throughout the city through client-centered programming, and provision of public health interventions on individual, group, and community levels. Services provided in this program will be delivered during the prenatal, labor and delivery, and postnatal times including but not limited to: supporting access to social service benefits and primary medical care, providing ongoing health education and capacity-building around understanding developmental milestones, the parent-child interaction, breastfeeding support, birth planning, and crucial importance of pre and postnatal self-care.



PURPOSE

Under the direction of the Doula Program Manager, the Doula Program Coordinator provides support and daily direction for City and Community-based doula services, including program outreach and education and training.

ESSENTIAL FUNCTIONS

Program Coordination and Administration

- Assign referrals based on acuity, estimated due dates (EDD), and the anticipated level of care.

- Support the Doula Program Manager and team in regular field audits, case reviews and quality improvement; facilitate methods for ongoing assessment of staff development needs.
- Institute quality assurance measures within the program to assure consistency of services.
- Assure appropriate case management documentation, data collection, and billing for MHD and community-based Doulas; conduct annual chart review.
- Track and document training delivery to MHD and subcontracted Community-Based Doulas for compliance.
- Assist the program management team with program operations, including site preparation, communication, community contacts and staff coverage; apprise the Doula Program Manager relative to staffing matters.
- Assist with the development, integration, monitoring, compliance and achievement of programmatic goals, objectives and outcomes for the MHD doula program.

Data Collection and Reporting

- Participate in data collection, program evaluation, and preparation of events tracking for the departmental reporting pertinent to program (or contract) objectives, or as assigned by the program supervisor.
- Coordinate data collection and maintenance in accordance with program and departmental standards.
- Present data and provide feedback around areas in need of services, and prepare monthly documentation and annual reports to monitor and pursue quality assurance and improvement on a continual basis.

Community Collaboration

- Establish and maintain collaborative community relationships and conduct trainings for MHD and community Doulas, other MHD programs and outside service agencies involved in the provision of child and health care services.
- Design activities to recruit new community partners into MHD maternal and child health programming; oversee systems to document client participation, referrals and follow up.
- Introduce best practices, pilot new activities, and adopt innovative approaches to recruiting and maintaining community stakeholders.
- Fulfill requests seeking information, presentations, and participation at community health events.
- Collaborate with all MHD divisions to staff events.

Outreach and Program Promotion

- In order to strengthen and increase programmatic reach, use data to guide an outreach strategy that targets diverse and non-traditional locations.
- With the assistance of the MHD graphic designer, 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 compounding needs of the families in the City of Milwaukee.

Home Visiting Services

- Provide Doula support and backup services including field support and coverage of home visiting services; provide home visits and contact.
- Develop and maintain supportive, trusting relationships with clients and their families to promote maternal and 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.
- Serve as an advocate to ensure client 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.

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

The Doula Program Coordinator must be able to:

- Participate in a work schedule that will include on-call hours 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 meetings representing the City.

MINIMUM REQUIREMENTS

1. Bachelor's degree in public health, social work, community health, or related field.
2. Two years of supervisory, lead worker or program coordination experience with moms and babies, maternal and child health, labor and delivery, doula/birth work, and/or public health, performing duties closely related to the essential functions listed above.
3. Certified Doula within one year of appointment, and throughout employment. *For more information on becoming a Certified Doula with Doulas of North America (DONA) International, please visit: <https://www.dona.org/become-a-doula/>*
4. Certified Lactation Counselor® (CLC) certification within one year of appointment, and throughout employment. *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>*
5. Valid driver's license and use of a properly insured automobile for use on the job at time of appointment and throughout employment. *Subject to confirmation at an upcoming meeting of the Finance and Personnel Committee, an automobile allowance will be provided.*

Equivalent combinations of education and experience may also be considered; i.e. an associate's degree in a health related field from an accredited college or university and two years of full-time, related experience would be considered equivalent to the bachelor's degree in item #1 above.

IMPORTANT NOTE: *In order for college to be considered, 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 by DONA International.
- Registration as a Certified Lactation Counselor® (CLC) by the Academy of Lactation Policy and Practice (ALPP).
- Specialized training and/or certification in lactation management and care.

KNOWLEDGES, SKILLS, ABILITIES & OTHER CHARACTERISTICS

- Knowledge of and commitment to staying abreast of current best practices and trends in the fields related to the Doula profession, including those related to labor and delivery, maternal and child health and breastfeeding.
- Knowledge of health equity concepts and the social determinants of health.
- Knowledge of the Doula scope of care and the related ability to conduct pre-and post-natal assessments, provide practical labor and delivery support, and complete required documentation.
- Ability to learn the components of implementing a trauma-informed care model.
- Ability to ensure proper programmatic implementation and compliance.
- Team building skills, including the ability support objectives, partner on the completion of assignments, and assist in the training and mentoring of staff.
- Proficiency using standard computer software applications including word processing, spreadsheet, database, presentation, and email applications.
- Ability to learn and utilize specialized software such as the Maternity Neighborhood or another designated electronic health record system, web-based, software system in order to track Doula program data.
- Ability to read and interpret work-related documents.
- Ability to build and maintain productive working relationships with multidisciplinary and multicultural staff members, clients, city officials, and community groups.
- Written communication skills including the ability to write concise reports and correspondence.
- Ability to communicate effectively with culturally diverse individuals at all levels within and outside the organization.
- Ability to present information before groups of clients, employees and community groups.
- Ability to identify and build relationships with community organizations and agencies.
- Ability to work cooperatively and fairly with people whose backgrounds may differ from one's own.
- Ability to manage projects, including the ability to delegate.
- Ability to provide services in a culturally sensitive manner.
- Time management skills, organizational skills, and the ability to be flexible within a changeable work schedule and environment.
- 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 maintain composure in a fast-paced and/or emotionally charged setting.
- 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.
- Good judgment, trustworthiness, dependability, and the ability to maintain confidentiality.
- Commitment to the promotion of maternal and child health, healthy birth outcomes and the prevention of infant mortality.

CURRENT SALARY

The current salary range (2GN) is \$51,469-\$72,063 annually, and the resident incentive salary for City of Milwaukee residents is **\$53,013-\$74,225** annually. *Appointment above the minimum is possible based upon level of experience and other qualifications and is subject to approval.*

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 **Tuesday, September 8, 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 www.jobaps.com/MIL.
- 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

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