



Job Description

Job Title: Doula Program Coordinator

Department: Healthy Start – G.R.O.W. Doula Program

Location: Gainesville, FL

Employment Type: Full-Time

Salary: \$45,000 to \$50,000; plus benefits

Posting Closes: December 8, 2023

Apply at: <https://tinyurl.com/WF1048>

The Doula Coordinator is responsible for managing our community-based peer-to-peer Doula Program to ensure high-quality, evidence-based practices are being used to help mothers achieve a healthier and empowered birth. A doula is a trained non-medical professional who provides continuous physical, emotional, and informational support to a mother before, during, and shortly after childbirth in the immediate postpartum period. This program is designed to serve low-income, high-risk women throughout their pregnancy and their birth to improve pregnancy, maternal and infant health outcomes.

Responsibilities:

- Assist with recruiting, hiring, screening, training, and supervising contractual doulas. Identify training needs and opportunities; coach/mentor doulas in working with healthcare and community partners.
- Oversee staff scheduling, assignments, day-to-day operations.
- Assign referrals based on acuity, estimated due dates (EDD), and the anticipated level of care.
- Coordinate classes and training for contracted doulas.
- Track and document training of doulas for compliance.
- Supervise and coach doulas about their caseloads.
- Provide doula support and backup services including field support and coverage of home visiting services and births.
- Carry a caseload of at least one client.
- Document all client interactions online case management system.
- Assist with outreach and client recruitment.
- Support contract, grant, agency, and service delivery compliance and risk reduction by ensuring timely and accurate documentation and data collection. Monitor and review documentation.
- Compile information for monthly reporting and tracking to funders and partners.
- Develop expertise on program – best practice, evidence-based practices, research, data-tracking and reporting, innovation, client input, and evaluation.
- Identify resources and develop strategies and partnerships to strengthen and enhance the program and services to program participants.
- Serve as an advocate to ensure clients receive appropriate services from governmental, community, medical, and private entities.

- Build relationships with community organizations, local health departments, and community-based clinic practices to better serve clientele.
- Participate in staff meetings and program required meetings.
- Attend G.R.O.W. Doula training and continuing education training.
- Attend community events, meetings, presentations as needed.
- Perform additional duties as assigned.

Experience & Minimum Qualifications

- Bachelor's degree, or equivalent education and experience in public health, social work, nursing, or mental health counseling
- Doula training and at least one year of experience as a doula preferred
- One year of home visitation experience strongly preferred
- One to two years of supervisory experience required
- Excellent written and oral communication skills
- Proficient in Microsoft Office and other computer based applications
- Bilingual preferred
- Valid driver's license
- Reliable transportation
- Ability to be on-call 24/7 (except for approved time off)