



North Central Florida Health Planning Council, Inc. (dba WellFlorida Council)

Job Description

Job Title: Healthy Start Doula Program Coordinator
Department: Maternal and Child Health
Employment Type: Full-time, (Exempt or Non-Exempt)
Location: Gainesville, Florida, but serves 16-county area
Salary: \$55,000 - \$60,000
Posting Closes: Open until filled
Apply at: <https://tinyurl.com/WF1048>

JOB SUMMARY

The Doula Program Coordinator manages the day-to-day operations and administrative functions of the community based Healthy Start Doula Program. This position ensures high-quality service delivery and positive outcomes for clients and doulas through effective coordination, documentation, quality assurance, and community engagement. The Doula Program Coordinator supports program goals by overseeing client referrals, doula assignments, data management, reporting, and doula support activities.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

The following duties are representative of the essential functions of this position. Management may assign additional responsibilities as needed.

- Conduct initial client intakes and coordinate appropriate matching with Healthy Start Doulas.
- Coordinate doula schedules and assignments based on client needs and doula availability.
- Maintain accurate and timely data entry, billing, and payment processing in the Well Family System database.
- Track, document, and monitor Healthy Start Doula requirements and compliance.
- Assist with budget monitoring and management.
- Assist with program supplies and inventory management.
- Implement quality assurance measures to support effective and consistent service delivery.
- Assess client satisfaction and incorporate feedback to improve program operations.
- Support the development, implementation, and monitoring of program goals and objectives.
- Provide ongoing support to doulas through trainings, meetings, and regular communication.
- Assist with the recruitment, onboarding, and retention of Healthy Start Doulas.
- Collaborate with hospitals and healthcare systems to facilitate the acceptance, integration, and effective utilization of Healthy Start Doulas within clinical and hospital settings.
- Participate in community outreach activities to promote the Healthy Start Doula Program.
- Build and maintain collaborative relationships with community partners and healthcare providers.
- Facilitate communication and coordination with internal programs and external partners.
- Maintain up-to-date knowledge of best practices, evidence-based models, research, data tracking, and innovations related to doula services and maternal and child health.

- Prepare reports related to service delivery, client outcomes, and program performance for internal and external stakeholders.
- Collect, maintain, and report program data for evaluation, quality improvement, and funder requirements.
- Perform other duties as assigned by the management team.

KEY ATTRIBUTES AND CORE COMPETENCIES (i.e., Knowledge, Skills, and Abilities for an Employee to Be Successful)

- Highly organized, self-motivated, compassionate, and detail oriented.
- Ability to work independently and collaboratively within a team environment.
- Strong verbal and written communication, interpersonal, self-management, and problem-solving skills.
- Demonstrated sound judgment and decision-making abilities.
- Creative thinker with the ability to identify and implement effective solutions.
- Proficiency in data management, recordkeeping, and computer-based systems.
- Knowledge of doula services, childbirth, and postpartum care.
- Ability to work effectively with many populations.
- Experience in program development, implementation, and administration.
- Familiarity with maternal and child health programs and community resources.
- Flexibility to work from both an office setting and a remote location as needed.
- Bilingual preferred.

QUALIFICATIONS

Education

- Bachelor's degree from an accredited college or university in Public Administration, Public Health, Social Services, or a related field.
- Certified Doula (preferred).

Experience

- Minimum of two (2) years of supervisory experience required.
- Strong working knowledge of Microsoft Office and computer-based systems required.
- Minimum of two (2) years of experience providing prenatal, labor, birth and postpartum doula services preferred.

Driving Requirements

- Valid Florida Driver's License required.
- Safe driving record required; background checks conducted prior to employment and annually for insurance purposes.
- Reliable transportation required.

Other Requirements

- FDLE background check required prior to employment and periodically thereafter.
- Level II Background Check required prior to employment and as required by funders.
- HIPAA and confidentiality training required upon hire.

WORKING CONDITIONS AND PHYSICAL DEMANDS

- Ability to travel to hospitals, community partner sites, outreach events, and meetings within the service area as required.
- Ability to work occasional evenings or weekends to support program activities, trainings, or community events.
- Ability to sit, stand, and walk for extended periods during meetings, trainings, or outreach activities.
- Ability to use phones, video conferencing platforms, and other communication tools for extended periods.
- Ability to consistently operate a computer and standard office equipment.
- Ability to communicate and exchange accurate information with staff and management.
- Ability to move within the office to access equipment and files.
- Ability to observe, assess, and focus on detailed information for extended periods.
- Ability to bend, stretch, reach, and walk short distances as needed.
- Ability to lift up to 50 pounds.