



## Family Support Coordinator

**Classification:** Non-Exempt

**Reports to:** Family Support Manager

**Status:** Full Time

**Salary:** \$47,500 - \$50,000

**Your Talent. Our Passion. Shared Vision.** Healthy Mothers, Healthy Babies Coalition of Georgia's (HMHBGA) mission is to improve maternal and infant health through our collective advocacy, education, and access to vital resources. Our vision is to realize a Georgia where all thrive with equitable access to perinatal resources and knowledge, responsive to the needs that are reflected in our diverse communities. To learn more about HMHBGA by visiting us online at: [www.hmhbga.org](http://www.hmhbga.org).

**What we offer.** HMHBGA offers its full-time employees a robust benefits package which includes employer-sponsored (80%) health, dental and vision plans as well as a SIMPLE IRA retirement savings plan with employer match. We also offer unique training opportunities, paid holidays, PTO, and telework opportunities for select positions.

*Healthy Mothers Healthy Babies of Georgia is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.*

**Overview:** HMHBGA seeks qualified applicants to lend their talents by serving as a Family Support Coordinator in our Special Projects and Innovations Department. The department is comprised of three (3) teams, workforce development, perinatal education, and family support. Each team member shares a passion for providing culturally relevant and responsive educational resources and support services to individuals living across the State of Georgia. The coordinator will be a member of the Family Support team, reporting to the Family Support Manager and working alongside four (4) fellow family support coordinators.

In this position, the coordinator will be tasked with managing a caseload of up to 15 pregnant and postpartum clients concurrently. They will conduct pre and post assessments, provide virtual and in person doula/childbirth education services, support the client during labor/delivery and provide postpartum support. Additionally, they will connect birthing people to appropriate resources to address social determinants of health.

To excel in this role, the coordinator should possess a robust history of assisting families as a doula, proficient skills in documentation and assessment, a comprehensive understanding of essential maternal and infant health subjects, and familiarity with relevant laws and regulations within their scope of practice.

### Job Responsibilities:

- Conducts risk assessments and screenings (ex. depression screening) with clients
- Works with clients on support plan development, reviewing and modifying periodically
- Utilizes home visitation curriculum and conducts structured, scheduled monthly virtual and home visits with birth givers from the first trimester until three (3) months postpartum
- Provides education materials to clients on maternal and infant health-related topics
- Develops rapport with clients, while maintaining appropriate boundaries
- Maintains accurate and updated files for all assigned cases
- Inputs client data into database system in a timely manner and generates reports

- Refers clients to appropriate health and/or social service agencies (ex. WIC, family planning), and conducts follow up to track services received
- Identifies new referral sources and resources for clients
- Coordinates with the Perinatal Education team to identify and address the perinatal education needs of clients
- Coordinates client group meeting and activities
- Performs other duties as assigned and necessary for successful program administration and delivery

### **Minimum Qualifications:**

- Must be a certified doula with at least three years' experience and the ability to manage up to 30 births a year.
- Associate degree in public health, health studies, education or social/human services. High School diploma accepted with a demonstrated track record of four (4) or more years in a comparable role.
- Highly resourceful team-player, with the ability to also be extremely effective independently
- Demonstrated and previous experience with
- Intermediate knowledge of Microsoft Office: Word, Excel and PowerPoint, and Outlook
- Demonstrated proactive approaches to problem-solving with strong decision-making capability
- Desire to engage in ongoing professional development activities to build competencies and knowledge of perinatal support topics and issues surrounding the work
- Must be willing to travel throughout Georgia (20%-30%)
- Excellent written, verbal communication and interpersonal and organizational skills
- Prior knowledge of maternal and infant health
- Excellent facilitation and customer service skills
- Must be dedicated to improving maternal and infant health in Georgia

### **Preferred Qualifications:**

- Bachelor's degree in public health, health studies, education, or social/human services
- Two (2) years of case management work experience in a community, educational or medical environment
- Completed at least 15 births
- Two (2) years of experience with caseload management
- Experience with adult learning and training
- Experience with curriculum development

### **How to Apply.**

Please follow these instructions exactly. Applications received that are not in the correct format will not be reviewed. Please email your current resume and a cover letter expressing your interest **IN A SINGLE PDF FILE** addressed to Soledad Bolden to: [familysupport@hmhbga.org](mailto:familysupport@hmhbga.org) with the subject line: "Family Support Coordinator."

\*Please no phone calls. Only candidates selected for consideration will be contacted\*