

# Heartsounds

*Mother and Infant Care*

A NONPROFIT SOUTHERN ARIZONA DOULA SERVICE

Heartsounds: Mother and Infant Care is currently looking to fill a Program Manager position. The goal of this position is to ensure efficient operation of the agency, as well as create and maintain professional relationships with associated agencies and funders. The Program Manager organizes and executes Heartsounds' daily operations, receives and manages client referrals, coordinates doula staff and assignments, and oversees outreach, marketing and fundraising efforts, including event planning and grant writing. The Program Manager reports to the Board of Directors. This is a part-time, remotely-located, contracted position, requiring approximately 5-10 hours per week on average.

## Position Responsibilities

- Operate Heartsounds' phone line and email account during appropriate weekday business hours, acting as main point of contact for referrals and inquiries
- Accept all referrals and service inquiries, screen potential clients for income and other agreed-upon qualifications, assign each client to a doula; maintain accurate and detailed records of client referrals and related interactions
- Monitor hours, workload, and progress of the doula team, supporting them in their workload and helping to resolve any associated issues
- Procure supplies and in-kind donations for doulas and clients as needed
- Work with the Board of Directors to develop new revenue-generating services
- Oversee networking campaign and liaise with key identified community members to increase client referrals and foster successful professional relationships
- Conduct community outreach and informational presentations about Heartsounds and related topics as appropriate
- With the support of the Board of Directors, lead marketing activities in various contexts (content/material development, optimization, advertising, events planning, etc.)
- Maintain and utilize Heartsounds' website and social media accounts to reach target audience and community members while creating brand awareness and identity
- Steward and maintain donor relationships
- Assist in the preparation of budgets and tracking expenditures and donations
- Seek out funding opportunities through foundations, individuals, or other third-party funding; apply for and/or create appropriate funding opportunities
- Resolve any operational issues
- Prepare accurate reports for the Board of Directors and funders in line with funder or other deadlines or stipulations

## Position Requirements

- Successful program or project management experience
- Excellent problem-solving and organization skills and outstanding verbal and written communication skills
- Experience in fundraising for nonprofit organizations and/or marketing/communications
- Ability to interact efficiently with a diverse and multi-disciplinary team, clients, and community members
- Interest in and knowledge of issues related to perinatal mental health and the postpartum period; extensive training can be arranged upon hiring
- Working knowledge of and familiarity with Microsoft Office, Gmail and other Google applications, website creation applications, and project management software

To apply for this position, please submit a cover letter and resume to Elizabeth Mendoza at [heartsoundsbaby@gmail.com](mailto:heartsoundsbaby@gmail.com). The Board of Directors will hold interviews with selected candidates in July 2017.