

DIRECTOR OF CERTIFICATION

Summary of Position:

The Director of Certification is a member of the executive Board of Directors. This position develops, maintains, and evaluates the Certification Program and serves as the point of contact for members, applicants, board members and others in the community about the PALS certification process. The Director of Certification reviews completed certification packets along with team members and recommends doulas for certification to the Board of Directors. This position contacts applicants for further information about completed packets, and strives to resolve issues with applicant's packets or qualifications through education and adherence to the PALS Standards of Practice and Codes of Ethics.

PALS Doulas will introduce and support the greater Seattle area birth community to an awareness of what it means to be anti-racist. Raise awareness and opportunities to the importance of anti-racist work. Create accountability and check-ins within PALS Doulas to ensure barriers are reducing and each opportunity, document, and event is equitable and inclusive.

Essential functions:

- Oversees the PALS Doulas certification process through a lens of equity, anti-racism and cultural humility.
- Communicates all updates, concerns and issues with the Board of Directors and membership via Board Meetings, private Facebook Group, email and/or other means.
- Creates, updates and edits existing certification materials.
- Tracks pending certification applicants in shared spreadsheet or database.
- Collects all materials submitted for certification application and adds them to the electronic candidate folder.
- Connects candidates with certification interviewers and makes application documents available to the interviewer.
- Communicates with applicants about progress, issues and completion of their certification; and maintains records of their communication.
- Attends monthly PALS Board of Directors meetings and regularly-scheduled certification Q&A sessions.

Knowledge, Skills, and Abilities:

This position requires a person who can work well independently as well as cooperatively with several board members. Applicants must have good organizational skills and an eye for detail. The applicant must also have excellent public relations, communication, and leadership skills. Knowledge and experience with the PALS and/or DONA Standards of Practice and Codes of Ethics is essential. Applicants should have an interest in assisting newer doulas in a mentoring role by supporting them with clarity, consistency and patience. Applicants should also have an understanding of the history of the PALS organization and the role of the professional birth doula in the greater community.

Minimum Qualifications:

Applicants must be or have been an active doula and be certified with PALS with no unresolved grievances. Knowledge of Word or equivalent word processing program is required. Internet access, the ability to check email on a regular basis, as well as the ability to communicate over the telephone are required.

Hours:

Approximately 2 hours a week. Additional time required for monthly board meetings and the Annual Retreat held in November. More or less depending on certification packets being processed.

Processing Certification Packets Electronically:

1. Certification team is alerted by a Welcome Letter (sent by Communications), adds a new applicant to “Pending Applications” tab in Google Sheets.
2. Certification teams are alerted as applicants submit material. Manually adds them to appropriate areas of spreadsheet if they do not automatically connect (based on which name they use).
3. Certification teams update applicant’s information when they attend a meeting.
4. When an Application for Certification is submitted, the applicant is connected with the available interviewer.
5. Interviewer completes Certification Interview Google Form during interview to complete recommendation for certification. Upon receipt, the Certification team communicates status with the applicant.
6. If recommendation is for certification, Certification team creates certificate and sends to newly certified doula (cc’s PALS Secretary, President and Membership Volunteer) and posts in Google Drive. Also adds certificate number and recertification date into Google Slides.
7. Certification team welcomes them with a post in the group.

Annual Recertification Process:

1. Doula is reminded by Membership Volunteer 8 weeks before recertification deadline.
2. Doula pays and submits recertification application before/by the deadline. (No penalties for lapsed certification because recertification date does not change. Missing recertification by more than 11 months means going through the initial certification process again)
3. Certification Lead reviews form for completeness.
 - a. For doulas who originally certified prior to 2021, Recertification will involve the above process for Certification and Cert Processor will connect doula with an interviewer as above.
4. Certification Lead updates certificate and Google Sheets with new date/certification number and emails doula the updated certificate.