



**THE DOULA**  
ASSOCIATION

## **Process Improvement Manager Job Description**

### **What we are looking for?**

An individual who is enthusiastic about improvement and finding enhanced ways to ensure the smooth running and continuous improvement of the organisation. Happy to hold regular calls with key stakeholders to ensure process improvement is an ongoing pattern of behavior in all aspects of the doula Association.

### **We would like you to:**

- Have a thorough understanding of the Associations Mission, values, and vision
- Work with the management team to ensure continuous process improvement is part of our culture
- Have responsibility for the accuracy and comprehensiveness of the process improvement plan
- Arrange short meetings with each member on the Management Team to identify potential improvements and assist them in developing a plan.
- Attend Business Operations team meetings on a regular basis

### **Are you good at:**

- Working both in a team and remotely
- Giving attention to detail
- Organising data
- Communication – both written and verbal
- Spreadsheet management
- Problem solving and process improvement
- Key stakeholder engagement

### **Key to this role**

This role is key to the smooth running of the Association and its future success. The position will work with each member of the management team and be prepared to gain an understanding of every area of the organisation. You will need to build strong relationships with the team members.

### **Predicted hours**

2-3 hours per week + attendance at team meetings



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### **Reapplication schedule**

It is anticipated that this role will last 12-18 months. You will have an opportunity to reapply for the role should you wish to. If you don't wish to reapply, once a successor is identified there will be a 2-3 month handover.

### **Remuneration**

In return for the work they will be doing, they will receive a free listing on The Doula Directory for the time that they are in the role. Expenses will also be considered and should be agreed beforehand.