



## JOB POSTING – Full-time Administrative Coordinator

*The position is open to both internal and external candidates.*

The **Ottawa Birth and Wellness Centre (OBWC)** is a **midwife-led birth and wellness centre** located in southeast Ottawa that offers a **broad range of maternal and infant services** to birthing people, newborns, and their families. These services include prenatal care, labour and delivery, educational programs, and wellness services.

**We are looking for a versatile administrative professional who is able** to juggle competing priorities, has a keen eye for detail, enjoys finding solutions to problems, and working independently as part of a small team of dedicated staff members.

**The Centre's Administrative Coordinator** is the **first point of contact** for clients, families, and members of the public, seeking information about the Birth Centre and its services.

The Administrative Coordinator provides administrative support and reception services including responding to inquiries, day-to-day facilities management, governance support, communications, assisting with financial management, managing room bookings and set-up, and providing support for events at the OBWC.

### EDUCATION, TRAINING AND EXPERIENCE

- Excellent communication skills in French and English (**bilingualism required**);
- High school education or equivalent (required). College or other post-secondary training in a related discipline would be considered an asset;
- Minimum two years' work experience in an office or similar environment;
- Proficient in the use of a variety of software including MS Office suites, database applications, online meeting software.
- Proficient with general office technology, including hardware.
- Familiarity and experience with QuickBooks Online or other accounting software;
- Familiarity with web platforms and other social media and communication tools would be an asset;
- Knowledge and experience in health care or not-for-profit/public sector organizations a strong asset;
- Current Police Record Check (may be acquired after hiring).

### COMPETENCIES AND SKILLS

- Ability to work with minimum supervision, prioritize tasks, meet deadlines, and manage multiple activities.
- Strong client service orientation. Excellent interpersonal skills and a demonstrated ability to develop mutually respectful relationships with clients, colleagues, vendors, and stakeholders.
- Understanding and commitment to the OBWC'S model of midwifery care.
- Experience with facilities and/or meetings and events management.



- Experience with supporting financial management.
- Strong problem-solving skills and demonstrated resourcefulness and initiative.
- Must be able to work in, and be sensitive to, a diverse and multicultural environment.
- Good technical and troubleshooting skills related to office technology and equipment.
- Demonstrated professionalism, discretion, and sound judgment.

**Standard hours will be Monday to Friday, 8:30am to 4:30pm**, with occasional evenings and after-hours responsibilities. Work location is the Ottawa Birth and Wellness Centre on Walkley Road. Salary for the position is \$42,000 annually with a competitive extended benefits program, including an RRSP matching program.

For a **detailed job description**, please see the following pages.

**All applications must include a resume and cover letter that includes the candidate's suitability for the position and level of bilingualism.**

***Deadline for Applications: Monday, April 28, 2025 at 5pm. Position is expected to start immediately.***

Apply by email only: [jobs@ottawabirthcentre.ca](mailto:jobs@ottawabirthcentre.ca)

The Ottawa Birth and Wellness Centre is committed to employment equity.  
Only applicants selected for an interview will be contacted. Thank you for your interest.



## JOB DESCRIPTION

**POSITION TITLE: Administrative Coordinator**

**PROGRAM: Ottawa Birth & Wellness Centre (OBWC)**

**REPORTS TO: Manager of Operations**

## JOB SUMMARY

The Administrative Coordinator is an integral member of the OBWC team. They will provide administrative support that contributes to the delivery of high-quality services to midwives, their clients, and the public.

## RESPONSIBILITIES

The Administrative Coordinator performs duties that fall into the following categories:

- General Administration
- Facilities Management
- Financial Management
- Client Records Management
- Corporate Records Management and Information Technology
- Event, Governance, and Meeting Management
- Vacation coverage for some Manager of Operations duties
- Communications including Instagram and Facebook content
- Ability to engage with stakeholders

### **1. General Administration**

- 1.1. Provide general administrative support to OBWC staff including scheduling management for the Executive Director.
- 1.2. Receive and respond to or redirect enquiries from clients, the public, and various stakeholders received through various channels. Effectively manage difficult interactions.
- 1.3. Manage production and printing needs of the OBWC.
- 1.4. Compile, prepare, copy, scan, fax, and email documentation and correspondence.
- 1.5. Process all incoming mail, and manage outgoing mail.
- 1.6. Participate in quarterly meetings with Clinical Lead Midwife, Lead Midwife, Birth Centre Aides (BCAs), the Executive Director and other staff to identify general issues and areas for improvement. Actively participate in staff team building efforts.
- 1.7. Create a monthly bulletin to promote the events happening at the Birth Centre, and send out to stakeholders.



- 1.8. Organize courier pick-ups as needed.
- 1.9. Provide back-up to the Manager of Operations in their absence.
- 1.10. Assist with other administrative duties as required.

## **2. Facilities Management**

- 2.1. Responsible for managing the OBWC reception area, including pass cards, security, access, issues management, cleaning toys, and overall cleanliness.
- 2.2. Manage the pass card system, and program the doors to lock and unlock as required.
- 2.3. Assist in troubleshooting facility management issues on a day-to-day basis, including alarms, security and access.
- 2.4. Open and close building. Set and disable facility alarms upon leaving and entering the building, as required.
- 2.5. Institute or support evacuation procedures, as required.
- 2.6. As delegated by the Manager of Operations, support and assist with other facilities management tasks as required.

## **3. Financial Management**

- 3.1. Process all incoming invoices and receipts according to financial procedures.
- 3.2. Reconcile incoming invoices to packing slips.
- 3.3. Reconcile credit card and bank account statements to invoices and receipts.
- 3.4. Code all incoming invoices and receipts.
- 3.5. Maintain the financial filing system; copy and file financial paperwork in a timely fashion.
- 3.6. Prepare bank deposits.
- 3.7. Manage cash payments and tracking.
- 3.8. Order all non-clinical supplies, and match incoming supplies to order confirmations.

## **4. Clients Records Management**

- 4.1. Pull statistical reports from the client database, as directed.
- 4.2. Send out client surveys and reminders on a weekly basis.
- 4.3. As delegated by the Clinical Lead Midwife, perform clinical data entry.

## **5. Corporate Records Management and Information Technology**

- 5.1. Maintain electronic copies of policies and procedures on the “Resources” section of the OBWC website.
- 5.2. File corporate records.
- 5.3. As directed, develop forms and common templates and surveys for use by the OBWC.
- 5.4. Under the direction of the Manager of Operations, assist in reviewing the website, developing new content, and developing social media content.
- 5.5. Trouble-shoot issues associated with office equipment or technology. Arrange for service calls and liaise with vendors.



5.6. Maintain Board and Committee governance calendar, contact information and skills matrices.

## **6. *Events, Governance, and Meeting Management***

- 6.1. Manage all bookings, records, forms and logs associated with client and vendor use of the OBWC Wellness Centre.
- 6.2. Prepare contracts for space bookings, and track payment of rental fees.
- 6.3. Manage all room set-ups for services and events, including contacting tenants to determine set-up needs, ensuring that all tables, chairs, and AV are in place, and troubleshooting as necessary.
- 6.4. Maintain two online calendars, an internal space bookings calendar, and an external calendar promoting upcoming events.
- 6.5. Manage the client tour process, including maintaining the online tour registration system, contacting clients for tours (as needed), preparing lists on the day of the tour, and reminding Birth Centre Aides of upcoming tours.
- 6.6. Facilitate all aspects of monthly Choice of Birthplace sessions, including contacting midwifery practices to find midwife facilitators, arranging guest speakers, registering participants, and sending reminders. Assisting and hosting virtual or in-person sessions.
- 6.7. Schedule Board and Committee meetings, and send meeting reminders. Determine if members will join by teleconference and set up as required.
- 6.8. Assist in preparing packages of meeting materials for Board and Committee meetings. Set up rooms. As required, provide meeting support and record notes, conduct follow-up activities.
- 6.9. Provide assistance for OBWC events, as required.
- 6.10. Assist with OBWC marketing and communications activities, as required.

## **7. *Communications and Stakeholder Engagement***

- 7.1. Help facilitate Social Media posts and build upcoming engagement plans in conjunction with other staff.
- 7.2. Work with stakeholders to arrange communications events