

The Ottawa Birth and Wellness Centre

Birth Centre Aide – Ongoing Recruitment

The **Ottawa Birth and Wellness Centre (OBWC)** is a **midwife-led** birth and wellness centre located in southeast Ottawa that offers services for pregnant people and newborns that includes prenatal care, labour and delivery, breastfeeding support and educational programs. The OBWC is open 24 hours a day, 7 days a week.

The OBWC is inviting ongoing applications for the position of **Birth Centre Aide (BCA)**. BCA's report to the Manager of Operations, and support all admissions to the OBWC by providing institutional support to midwives as they work with their clients. Join this exciting team as they support birth by ensuring our space is safe, clean and prepared for the growing families we serve.

Responsibilities include:

- Staffing the birth centre by working independent shifts that provide birth centre coverage 24/7. Shifts are typically 12 hours, with occasional shorter shifts depending on operational need (full and part time positions). Shifts rotate for days, evenings, and overnights. You must be willing to work overnight shifts and be comfortable working alone.
- Preparing and cleaning assessment and birthing suites according to OBWC safety standards and protocols, with a heavy emphasis on Infection Prevention and Control Canada (IPAC) standards.
- Assisting midwives, clients, families, and paramedics during labour and birth. This includes but is not limited to: safe storage and food handling/preparation for clients and midwives, using a database for record keeping of sensitive information, on rare occasions, being called in to a birthing suite to document client care, and calling 911 in transfer situations.
- Assisting the OBWC with administrative tasks including re-ordering of supplies, medication reconciliation, and management of client records.
- Light facility cleaning responsibilities including kitchen cleanliness and common space upkeep, in accordance with IPAC standards.
- Facilitating tours to potential clients/families.

Compensation: \$22/hour for up to one year, \$24/hr (1 year+); stipend for on-call work when required; comprehensive health and dental benefits and retirement savings plan available after probation period.

Requirements:

- **MUST be able to communicate in French;** working language is English, but the OBWC is bilingual and all front-line staff must be able to converse comfortably with French clients and midwives. **Applicants' cover letters should include reference to level of fluency in French.** Some interview questions will be in French.
- Completion of high school or equivalent (GED).
- Experience working in client focused settings is recognized as added value (e.g. hospitality, customer service, personal support worker).
- Certification in CPR and First Aid (can be completed after hiring if necessary).
- Strong administrative skills, including computer literacy (Microsoft Office Suite, database programs), filing, and other record-keeping.
- Must be able to work in, and be sensitive to, adverse environment.
- Ability to work independently and manage time effectively in relation to multiple tasks.



- Ability to remain calm and demonstrate good judgment while working under pressure.
- Excellent verbal and written communication skill.
- Comfortable working alone, including overnight.
- A reliable means of transportation to the Birth Centre within 45 minutes, at all hours (24/7) while on call.
- Ability to do the work of the BCA which includes a variety of physically demanding tasks including moving supplies often in large bins, deep cleaning of birth rooms, etc. etc.
- Current Vulnerable Sector Check (can be obtained after hiring).
- Proof of COVID-19 Vaccination status.

Please see detailed job description that follows.

This is a standing recruitment notice for a Birth Centre Aide position. We do not have any current vacancies for Birth Centre Aides – but we welcome applications from those who may wish to be considered when a position becomes available.

To apply please send by email only:

- a cover letter that includes reference to your level of French fluency (applications with no cover letter will not be considered)
- your cover letter should detail why you are motivated for this position and what about the OBWC you are excited about
- a CV/résumé
- send your application to jobs@ottawabirthcentre.ca with the subject line “I want to be a BCA”

The Ottawa Birth and Wellness Centre is committed to employment equity. The OBWC encourages applications from all qualified individuals, and values a diverse workforce that reflects the communities it serves. Candidates who self-identify as members of the BIPOC community are especially invited to apply.

We will not be reviewing applications immediately, or contacting candidates, but in the event of an opening we will consult these applications and follow up accordingly.

BIRTH CENTRE AIDE (BCA) Job Description

ORGANIZATION: Ottawa Birth & Wellness Centre (OBWC)

REPORTS TO: Manager of Operations

JOB SUMMARY

The Birth Centre Aide (BCA) is an integral member of the OBWC team. She/he/they will provide non-clinical service and administrative support that contribute to the delivery of high-quality services to midwives with appointment to the OBWC and their clients.

RESPONSIBILITIES

The BCA performs duties that fall into the following categories:

- Midwifery Support
- Limited Client Support
- Housekeeping
- Records Management and Scheduling
- Administration

1. Midwifery Support

- 1.1. Respond to pages from the attending midwife and identify any potential OBWC capacity issues that may necessitate another birth location option.
- 1.2. When paged by a midwife, assign a birthing room, and ensure birthing room is ready for the client.
- 1.3. Perform any non-clinical duties as requested by the attending midwife such as obtaining equipment and supplies necessary for the birth.
- 1.4. Prepare documentation as directed by the attending midwife.
- 1.5. As directed by the attending midwife, contact and liaise with emergency services (EMS) and hospitals as per OBWC protocols. Receive and direct EMS after calling 911.
- 1.6. Orient midwives, students and others to the physical space of the OBWC.

2. Limited Client Support

- 2.1. Receive clients and visitors to the birth centre in a courteous and welcoming manner, ensuring they are oriented to the area.
- 2.2. Manage safety and secure access to the OBWC and its various rooms. Manage any disturbances in the reception area.
- 2.3. Maintain an atmosphere of supportive calm and comfort at the OBWC.
- 2.4. Support midwives as they support family members during labour, birth and the immediate postpartum period.
- 2.5. Protect the privacy and dignity of clients throughout their stay at the Birth Centre by following established privacy protocols.
- 2.6. Prepare meals or snacks for clients giving birth.



- 2.7. Provide virtual and in-person tours to potential clients, members of the public, and key stakeholders. Participate in public events as required.

3. Housekeeping

- 3.1. Prepare birthing rooms and clinical areas with equipment and linen as per checklists or as directed.
- 3.2. Clean birthing and assessment rooms, equipment, furniture, linen, and materials in accordance with the OBWC's quality assurance and infection control policies and procedures while meeting turnaround times.
- 3.3. Clean common spaces and toys in OBWC, as per checklists.
- 3.4. Reprocess equipment and supplies, as per OBWC policies and procedures
- 3.5. Make beds.
- 3.6. Restock birthing rooms, assessment rooms, storage rooms and kits.
- 3.7. Keep the family lounge neat and orderly.

4. Records Management and Scheduling

- 4.1. Receive and file all registration forms and documentation submitted by a midwife. Review documentation for completion and register client at the OBWC. Provide clients and attending midwives with appropriate forms.
- 4.2. Contact clients and provide them with information on the OBWC.
- 4.3. Receive and file all *Client Information* forms submitted by the midwife. Confirm client booking at the OBWC.
- 4.4. Prepare and disassemble client charts, filing forms and all client documentation in the appropriate client chart. File client records.
- 4.5. Manage birthing room and assessment room bookings and schedule.
- 4.6. Complete birth log and input statistical or other information as required.
- 4.7. Send confirmation notices and document reasons why a client does not give birth at the OBWC.
- 4.8. Provide supporting documentation to midwives, hospitals, other health professionals or as directed.

5. Administration

- 5.1. Monitor, order and receive supplies and equipment. Unpack and stock rooms and shelves. Appropriately dispose of waste, equipment and expired supplies.
- 5.2. Open and close facility. Set and disable facility alarms upon leaving and entering the building, as required. Respond to alarms as per OBWC procedures.
- 5.3. Institute or support evacuation procedures, as required.
- 5.4. Participate in quarterly OBWC staff meetings and training sessions. Identify issues and areas for improvement. Support the OBWC's continuous improvement efforts.
- 5.5. Greet the public and answer/screen/direct inquiries (walk-ins, telephone, e-mail).
- 5.6. Provide general information about the OBWC to potential clients.
- 5.7. Handle financial transactions in accordance with OBWC policy.
- 5.8. Assist with other administrative duties as required.

5.9. Lead on training and orienting new staff members and students on placement to the BCA role.

COMPETENCIES AND SKILLS

- Basic understanding of health care delivery services.
- Must be able to work in, and be sensitive to, a multicultural environment.
- Caring, cheerful and flexible in working styles and client needs.
- Strong administrative skills, including computer literacy (Word, Excel, database programs), filing, and other record-keeping.
- Reliable. Good timekeeper. Ability to work under pressure and to use own initiative.
- Excellent communication and literacy skills in English and French. Proficiency in other languages an asset.
- Strong problem solving skills and the ability to work independently or as part of a team.
- Discretion and sound judgment.
- Must have reliable means of transportation to the Birth Centre within 45 minutes, during on-call periods.

EDUCATION, TRAINING AND EXPERIENCE

- Completion of high school or equivalent program of studies.
- Computer literacy.
- Knowledge of universal precautions.
- Certification in CPR and first aid (can be completed after hiring).
- Current Police Record Check.

TRAINING PROVIDED BY THE OBWC

- BCA Training Program
- Infection control and terminal cleaning training.
- WHMIS Training.
- Birth Centre skills and drills.

PHYSICAL REQUIREMENTS

- Good general health.
- This position includes a variety of physically demanding tasks including lifting supplies in large bins, deep cleaning of birth rooms, and lots of moving around birth centre.

SCHEDULING

- Shifts are 12 hours on a rotating basis.
- Will involve overnights, weekends and an on-call schedule.