



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 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
- 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. Arrive at the OBWC 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.
- 1.6. Orient midwives, students and others to the physical space of the OBWC.

2. Client Support

- 2.1. Receive clients and visitors to the birthing area 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 and family members during labour, birth and the immediate postpartum period.
- 2.5. Support clients to maximize their comfort, privacy and dignity throughout their stay at the Birth Centre.
- 2.6. Prepare meals or snacks for clients giving birth.



- 2.7. Provide 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 book 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 Confirmation* forms submitted by the midwife. Confirm client booking at the OBWC. Send confirmation notice to the midwife, along with any supporting documentation that will need to be completed.
- 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.



COMPETENCIES AND SKILLS

- Basic understanding of health care delivery services. Knowledge and experience in birth services or other health care services an asset.
- Understanding and commitment to the OBWC'S model of midwifery care.
- 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, at all hours.

EDUCATION, TRAINING AND EXPERIENCE

- Completion of high school or equivalent program of studies.
- Computer literacy.
- Certification in CPR and first aid (can be provided 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.
- Some lifting required.

SCHEDULING

- Shifts are 12 hours, running 7am-7pm, and 7pm-7am. The Centre is staffed on a 24-hour basis.
- Will involve overnights, weekends and an on-call schedule.
- Schedule is provided on a monthly basis, at least two weeks before the start of the new month.