



Are you **flexible and calm under pressure**? Do you have strong **administrative skills**? Are you adept at speaking in **French and English**? Are you great at managing **competing priorities**? Are you comfortable **providing support** to midwives and clients, including **cleaning rooms** after births?

If so, this is the job for you!

## The Ottawa Birth and Wellness Centre is Hiring!

### Full-Time Birth Centre Aide (One-Year Contract, with possibility of renewal)

(Three+ 12-hour shifts per week, plus 1-2 scheduled on-call shifts; including overnights and weekends)

---

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

We are searching for a new **Birth Centre Aide** to join our team. **Birth Centre Aides (BCA) are the face of our organization**: from preparing and cleaning birth rooms, to offering non-clinical support to midwives and clients, to giving tours to potential clients, to managing client records, and much more, **BCAs are the cornerstone of the Ottawa Birth and Wellness Centre**.

This position will involve **shift work**, specifically 12-hour shifts, either daytime (7am-7pm) or overnight (7pm-7am), weekdays and weekends.

Compensation: \$17/hr for probation period (3 months); after probation: \$19/hr (3 months-1 year); \$21/hr (1 year-2 years); \$22/hr (2 years+) after probation; stipend for on-call work; comprehensive benefits and retirement savings plan available after probation period.

#### Requirements:

- **MUST be able to communicate in French**; working language is English, but the Centre 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 program of studies.
- Basic understanding of health care delivery services. Knowledge and experience in birth services or other health care services an asset.
- Certification in CPR and first aid (can be completed after hiring if necessary).
- Strong administrative skills, including computer literacy (Word, Excel, database programs), filing, and other record-keeping.
- Understanding of, 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.
- Comfortable working alone, including overnight.
- Reliable. Good timekeeper. Ability to work under pressure and to use own initiative.
- Discretion and sound judgment.
- A reliable means of transportation to the Birth Centre within 45 minutes, at all hours.
- Good general health.
- Current Police Record Check (can be obtained after hiring).



**Reports to:** Manager of Operations

For a detailed job description please see the following pages.

***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)***

***-a CV/résumé***

**To:**

Ottawa Birth and Wellness Centre  
2260 Walkley Road  
Ottawa, Ontario K1G 6A8  
Email: [jobs@ottawabirthcentre.ca](mailto:jobs@ottawabirthcentre.ca)

***Deadline for Applications: Monday, August 5, 2019, 11:59pm***

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.



## **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.