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**Job Descriptions (8 examples)**

**Practice Group Name:**

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| --- | --- | --- | --- |
| **Job Type:** |  | **Date Approved:**  |  |
| **Sub-Category:** |  | **Date of Most Recent Revision:** |   |
|  |  | **Next Review Date:** |  |

**Job Description: PRACTICE ADMINISTRATOR**

**Reports to Managing Partners**

**OVERSEE SMOOTH RUNNING OF MIDWIFERY CLINIC**

* Ensure that staff develops and promotes highest standards of running the Midwifery Practice Group
* Inform partner midwives of office activities, plans, problems, progress or lack of progress and recommend appropriate changes
* Ensure office policies and procedures are adhered to
* Supervise volunteers/co-op students
* Participate in staff performance reviews
* Attend weekly practice meetings to provide updates, reports, and suggestions to improve clinic function

**RECEPTION - TELEPHONE**

* Interact with callers and visitors to the practice in a manner that is supportive and professional when discussing midwifery or office issues
* Answer telephone and direct calls as appropriate:
	+ - fill out intake forms
		- refer to other practices (if out of catchment area; list in [Practice Group Name] Directory), doulas, prenatal classes (refer to the Resource Binders)
		- College of Midwives – for inquiries about scope of practice or issues of public concern, also for questions about registration
		- Association of Ontario Midwives
		- Midwifery Education Programme
* Retrieve messages from voice mail
* Keep a record of messages by using the ‘Phone Message’ pad (creates duplicates)
* Arrange appts for ultrasounds, biophysical profiles, Genetics & physician consults
* Direct calls from clients to midwives. Instruct clients to page their midwife if they have an urgent concern; otherwise, if the calls are not urgent, take messages from clients and pass them along to midwives by phone or in person.
* Use a pencil to book appts, cancel and re-book appts when midwife is at a birth
	+ - Do not erase the current booked appts; just put a line through
* Report lab or IPS results to midwives as per guideline: Communicating Lab Results
* Record birth information (as phoned or emailed by midwives) into the Birth BookRecord date of birth on “Confirmed Client List” in the Monthly Client List binder

**INTAKE**

* Record intake calls, respond appropriately to potential clients looking for care, within 2 wks
	+ - Explain the process to client: Intake form filled out; midwives determine if able to offer an Initial appt or a place on the waitlist. Initial appts are booked at 10 wks.
* Ensure Intake forms are reviewed weekly by midwives
* Book initial appointments (45 min) for clients who are accepted into care
* Call clients who are not able to be accommodated or offer them a spot on the waitlist (as directed by midwives); provide alternatives (doulas, physicians, other practices, etc.)
* Ensure all clients taken into care have had an initial and history/physical appointment

**MAIL / FAX / EMAIL**

* Daily – take mail to mailbox
* Daily – open mail, stamp received with current date, file appropriately (Practice Mtg. file, Midwife’s file, Lab Results file) and respond to correspondence
* Daily – receive and send faxes for requests to/from doctors’ offices
* Daily – check and respond to email messages on computer
* Weekly – ensure midwives take Antenatal 1 & 2 to {location}
* Weekly – fax Newborn Hearing Screens

**CLERICAL**

* Place a check mark beside appt as clients arrive. NS for a no show, then follow-up to rebook
* Photocopy list of clients and appointments for each midwife’s clinic day
* Pull client charts for each clinic day and organize according to appointment time
* Compile blank charts for new clients
* Make homebirth and hospital birth envelopes
* Maintain supply of forms, handouts and materials for client files:
	+ - photocopy or send to UPS Store for reprinting
		- call or email requests to companies for more pamphlets
* Prepare client cards for receptionist’s index card file (use one of the large size stickers)
* Ensure all monthly meetings, conferences, etc. attended by midwives are recorded in the Appointment Book, schedule clinic appts around these meetings, referring to clinic schedule
* Coordinate midwives’ appts with students; ensure students have access to practice/office info and supplies
* Record in Communication book on a daily basis, anything pertaining to the clinic and/or the midwives and communicate these issues to the midwives, as appropriate
* Write letters as needed
* Ensure all lab/ultrasound results are reviewed and signed daily by midwife
* File reports and lab results in client files once they have been signed by midwife
* File client files after appts unless waiting to reschedule an appt or reschedule a NS client
* On Tuesday prepare Agenda for practice meeting. Refer to previous week’s mtg Minutes to transfer “deferred” items and Business Arising items that require follow up.
* Follow-up Action items requested at practice mtg, indicate new information in new Agenda
* Email Minutes of practice meeting to all midwives and staff immediately following meeting
* When the Minutes have been approved, file a copy in Practice Meeting binder

**CLEANING**

* Sterilize speculums and other instruments soaking in bucket of antiseptic solution (Gzyme)
	+ - Dry, then put in appropriate-sized autoclave bags
		- Follow autoclave instructions
		- Clean counter & sink with disinfectant solution in spray bottle
* Change bucket of antiseptic solution weekly (15 ml of Gzyme and fill 2/3 bucket with water
* Ensure clinic is cleaned by company on a regular basis
* Laundry (Wednesday) (sheets/pillowcases once per week. All other laundry as needed)
* Kitchen: clean dishes, countertop

**LIBRARY**

* Maintain inventory of lending library materials & ensure all books, videos, etc are returned
* Collect library deposits & maintain the log for returning deposits
* Make library cards for new purchases
* Maintain ‘Resource’ binders

**MISCELLANEOUS**

* Arrange for Lab to pick up specimens each clinic day
* Restock clinic rooms with all supplies and handouts, keep clinic rooms tidy & organized
* Maintain bookkeeping log for petty cash
* Enter Database info and print stickers, if requested by midwife, when Administrative Assistant is not working in the clinic

**Job Description: RECEPTION/OFFICE SUPPORT**

**Reports to Practice Administrator**

**Assist with all Reception duties listed above, including Intake, Mail, Clerical, Cleaning, Library and Miscellaneous.**

**As well:**

1. Put any speculums into appropriate bag (located above the sink) and either leave on top of the autoclave to be done the next clinic day or, if enough, set the autoclave to sterilize.
2. Mapquest the mileage to hospital and Home for clients who have given birth
3. File bills paid
4. Maintain alphabetical order of photo consent forms
5. Input client emails from intake forms and put a coloured dot on their index card. If the client has no email, enter their name in the excel document “Client email addresses for mailing invitations”.
6. Call next day’s initial appoints to confirm they can still come.
7. Email midwife with next day clinic re. their hours for that day.

**Job Description: ADMINISTRATIVE ASSISTANT**

**Reports to Managing Partners**

**ADMINISTRATION**

* Prepare TPA monthly invoices, projections, including OHIP Data Form, online Ontario Maternal Newborn Health Form and Caseload Variable entries
* Mail by Xpresspost a hard copy of signed Summary page of Invoice and OHIP Data Form by 19th of month
* Fax the signed Summary page of Invoice to TPA by 19th of month
* Upload AOM Benefits info to the Morneau-Shepell website by 5th of month
* Prepare TPA quarterly reports
* Assist with submission of Six Months Caseload Variable Report to TPA
* Assist with yearly Budget Proposal to TPA
* Keep a file of the monthly Travel Logs for each midwife
* Maintain a current mailing and email list of clients
* Review midwives’ liability insurance and clinic insurance renewals
* Keep monthly log of Invoiced Clients for each midwife (Excel Spreadsheet)
* Online Birth Registration (Provincial)
* Lab OHIP Omissions
* Yearly, prepare a summary log of client charts to be submitted to ACI for digital storage. Ensure boxes are prepared for final review by partner midwife.

**DATABASE**

* Enter all client info into database
* Update client info in database (i.e. after birth of baby, address/phone changes)
* Ensure accuracy of database (i.e. all new clients in database are currently in care)
* Print client labels for charts, requisitions and specimen samples

**PURCHASING AND ORDERING SUPPLIES**

* Ensure office environment is safe, clean and adequately supplied
* Stock office with necessary items (office supplies, cleaning/paper products, etc.)
* Order midwifery supplies as requested by midwives
* Maintain and update inventory lists
* Call suppliers to cost compare

**Job Description: Business and Financial Manager**

Reports to: the Administrative Partners, [partner names]. From time to time, the partners in charge of Administration may change. You will be informed in writing of any change in your reporting relationship

* Client Relations and Information Management
* Assist with outreach strategies
* Maintain confidentiality at all times
* Clinic Administration
* Preparing and Maintaining Financial Books
* Preparing and Maintaining Annual Budget
* Preparing Quarterly Report for TPA and Partners
* Monthly Budget Reporting and Projections to Midwifery Partners
* Weekly Reporting with Administrative Partners
* Track and Prepare Midwives Reconciliation Payments
* Liaise with Practice Accountant
* Preparing payments and invoices each week
* Attend weekly practice meetings upon request
* Monitor use of and replenish petty cash
* Primary contact for pager and cell phone service providers
* Assist in communication with landlord and property management regarding office maintenance
* Supervise volunteer staff and Administrative staff
* Organize Weekly Meetings with Administrative Staff
* Prepare invoices for [Practice Group Name] Non Ohip clients to CHC on monthly basis
* Ensure payment from (AA) is is distributed to appropriate health care professional and/or client in a timely manner
* Inform Administrative or designated partner of any contact from physician offices regarding payment for uninsured patients
* Transfer Payment Agency (TPA)
* Prepare monthly invoices to the TPA
* Prepare OHIP list for invoice to the TPA
* Prepare quarterly reports for the TPA
	+ Maintain personnel files for all midwives and staff
	+ Prepare discharge client list and distribute to midwives
	+ Prepare monthly compensation to midwives
	+ keep track of vacation days and sick days for all Administrative Staff (including self)
	+ Coordinate vacation requests for Administrative Staff
	+ Keep track of and coordinate performance and probationary reviews – including arranging times for reviews with Administrative Partners 1 Month in advance of designated time

**Job Description: Clinical Administrator**

Reporting to: the Administrative Partners, [partner names]. From time to time the partners in charge of Administration may change. In this case, you will be informed in writing as to who you should be reporting to.

* Client relations and Information Management
	+ Manage outreach strategies
	+ Clinic Administration in collaboration with Office Manager
	+ Book appointments for midwifery clients
	+ Assist clients/midwives with booking ultrasounds, lab tests and consultations
	+ Office reception (in collaboration with office manager): photocopies, faxes, phone calls and incoming/outgoing mail
	+ Vetting of incoming labs and management of lab results
	+ Management of lab specimens
	+ Maintenance and management of physical clinic space - Clinic rooms, main reception area, all client areas (bathroom, pap room, birth room)
	+ Maintain and manage client library and resources
	+ Manage and Prepare client charts
	+ Prepare binders for clients
	+ Processing of client intakes in collaboration with Office Manager
	+ Collaboration with office manager regarding duties, prioritization etc
	+ Develop scheduling system for client appointments (in collaboration with Office Manager)
	+ Weekly practice meetings -- be available to attend and provide administrative support upon request
* Organize discrete projects, such as
	+ administrative risk management protocols
	+ administrative privacy policies
	+ develop targeted client outreach strategies in consultation with office manager
	+ clinic web page development and maintenance
	+ client information packages
	+ client community resources (binder, sourcing community services etc.)

	This list of duties may change from time to time and will be reviewed and updated with contract review.

**Job Description: Office Manager**

**Job Description and Duties**

This position reports to Administrative Partners, [partner names]. From time to time the partners in charge of Administration may change. In this case, you will be informed in writing as to who you should be reporting to.

Client Relations and Information Management

* Assist with outreach strategies
* Manage and Input Data into Born Database
* Prepare Quarterly Reports on Primary and Back Up Midwife Attendance
* Maintain and Develop IT for office administration and midwives
* Prepare and provide information about clinic and midwifery care
* Book new clients according to clinic intake system
* Manage current client data and client waiting list
* Manage and Develop Client Management Databases
* Obtain and organize client information
* Book appointments for midwifery clients
* Assist with booking ultrasounds, lab tests, and consultations
* Receive, review, communicate and file lab results as directed by midwives
* Prepare consultation or personal letters and documents for clients
* Assist client with referrals to CHC where appropriate
* Manage client phone calls, messages and emails
* Carry out daily reception

Clinic Administration

Collaborate with other Practice Administrative staff

Maintain all office supplies and forms

Maintain office equipment, computer hardware and software

Organize and maintain office filing system – client records, midwives’ personal records

Manage Client Charts

Organize, coordinate and manage midwives’ clinic appointments

Weekly practice meetings – be available to attend and provide administrative support upon request

Manage lending library

Supervise volunteer staff, when needed

Manage correspondence – email, mail, faxes

This list of duties may change from time to time and will be reviewed and updated with contract review

**Practice Administrator Job Description**

**Client Relations:**

Generally make clients feel welcome and comfortable in the interactions with the practice. This includes:

* Schedule, cancel and reschedule appointments.
* Telephone clients to obtain information as required.
* Research and inform clients of resources and community services as needed.
* Give background information on midwifery services to prospective clients.

**Office Management:**

Keep the office and clinic and it primary business of seeing clients, in good working order. This includes:

* Maintain inventor of office supplies.
* Upkeep of office equipment.
* Maintain filing system for client records, accounts, government forms etc.
* Photocopying
* Ensuring Rolodex is current.
* Prepare forms including registration, hospital privileges.
* Maintain lending library of books, DVD’s, BP machines and TENS machines.
* Liase with landlord, lawyer, bookkeeper, accountant and TPA.
* Ensure CTS’s are submitted at invoice time and are complete.
* Prepare and submit monthly benefits for Benefits Committee.
* Annual budget preparation.
* Purchase sundries for kitchen, bathroom and exam room.
* Keep client roster current.
* Provide current client caseload/financial reports to midwives when requested.
* Prepare interim and final Caseload Variable report.
* Administrative for head midwife.
* Orientation and ongoing assistance to New Registrants.
* Order equipment for New Registrants birth bag.
* Orientation and ongoing assistance to midwifery students.
* Pick up WinRho from {Your Hospital}.

**Clinic Management:**

* Maintain client roster
* Maintain waiting list of clients.
* Maintain inventory of clinic supplies.
* Arrange ultrasound appointments, cancel as necessary, prepare requisitions, arrange OB consults.
* Handle incoming and outgoing mail.
* Ensure Antenatal records reach hospital at optimum time.
* Fax hearing screening requests weekly
* Write and fax release forms for client records.
* Follow-up on laboratory results with midwives and clients.
* Track Rh neg clients.
* Organize, advertise and book space for public meetings.
* Oversee website.

**Clerical:**

* Typing, filing and general office maintenance.
* Distribute and/or respond to incoming correspondence as required
* Maintain computer software.
* Data entry

**Bookkeeping:**

* Responsible for all bookkeeping – payroll, balance sheet, financial reports, year –end.

**Job Description: Volunteer/Co-OP Student**

Interact with visitors to the practice in a manner that is supportive and professional when discussing midwifery or office issues.

**CLERICAL**

* Photocopy list of clients and appointments for each midwife’s clinic day
* Pull client charts for each clinic day and organize according to appointment time
* Compile blank charts for new clients
* Maintain supply of forms, handouts and materials for client files:
	+ photocopy or send to Copy Shop for reprinting
	+ call or email requests to companies for more pamphlets
* Photocopy minutes of Practice Meeting and put in folder for midwives not in attendance
* File minutes of Practice Meeting in binder

**MAIL / FAX**

* Send out and receive mail
* Open mail and file appropriately (Practice Mtg. file, Midwife’s file, Lab Results file) and respond to correspondence – administrator to assist
* Receive and send faxes for requests from doctors’ offices – administrator to assist

**LIBRARY**

* Organize lending library materials
* Ensure that library books, videos, etc. are returned to clinic
* Maintain and organize ‘Resource’ binders

**CLEANING**

* Dust desk surfaces, computer screens, window ledges and library shelves weekly
* Strip and change beds once a week

**MISCELLANEOUS**

* Make homebirth and hospital birth envelopes
* Make up new client folders
* Clean toys and tidy the waiting room’s “kids” section
* Reshelve clean kitchen dishes
* Restock clinic rooms with all supplies and handouts
* Restock blood baskets for each clinic room
* Water plants weekly