

Administrator – Ancestral Hands Midwives Extended Midwifery Care Model Program

Ancestral Hands Midwives (AHM), a Black led, Black serving, Black focused not for profit organization is seeking a dedicated and organized Administrator to join our team. As the Administrator, you will play a pivotal role in ensuring the smooth functioning of our midwifery program. You will be responsible for managing administrative tasks, coordinating schedules, maintaining records, and providing excellent customer service to our clients. The ideal candidate will have exceptional organizational and communication skills, attention to detail, and a passion for supporting the provision of compassionate and holistic midwifery care. We are seeking an individual who is up to the challenge of building a new program from the ground up and working in a small, tight knit team environment.

Responsibilities:

- **Administrative Support:** Perform a wide range of administrative tasks, including answering phone calls, responding to emails, and managing correspondence. Maintain office supplies, equipment, and inventory, ensuring smooth daily operations.
- **Appointment Scheduling:** Coordinate and manage midwives' schedules, ensuring optimal coverage for client appointments and postpartum visits. Communicate appointment details and changes to clients in a timely and professional manner.
- **Medical Records Management:** Maintain accurate and up-to-date client records, including intake forms, medical histories, and consent forms. Ensure compliance with data protection regulations and maintain confidentiality of client information.
- **Financial Management:** Assist with bookkeeping, including managing invoices and receipts, reconciling accounts and ensuring not for profit financial best practices are maintained.
- **Client Support:** Provide exceptional customer service to clients by addressing inquiries, scheduling appointments, and providing relevant information about our midwifery services. Maintain positive relationships with clients, addressing concerns or issues promptly and professionally.
- **Collaboration:** Coordinate with midwives and other healthcare professionals to facilitate effective teamwork and communication. Assist with coordination of meetings, workshops, and educational events as needed.

- **Quality Assurance:** Support quality improvement initiatives by participating in audits, maintaining compliance with regulatory requirements, and implementing administrative processes to enhance efficiency and accuracy.
- **Marketing and Communication:** Assist with marketing initiatives by helping with social media accounts, updating the practice's website, and supporting the development of promotional materials. Help maintain positive relationships with community partners and referral sources.

Qualifications:

- Education and/or experience in healthcare administration, business administration, or a related field (preferred).
- Strong organizational skills with the ability to multitask and prioritize effectively.
- Excellent written and verbal communication skills, with an empathetic and compassionate approach.
- Proficiency in using office software (e.g. Google Docs, Microsoft Office, electronic medical record systems).
- Familiarity with PHIPA regulations and maintaining patient confidentiality.
- Ability to work independently as well as part of a collaborative team.
- Flexibility to adapt to changing priorities and handle time-sensitive tasks.
- Experience working with and/or lived experience with the Black community.

Salary:

- \$45,000-\$50,000 per annum + benefits

Location:

- Scarborough, Ontario

Join the Ancestral Hands Midwives team and contribute to our mission of improving Black maternal health. Both full time and part time applicants will be considered for this position. Please submit your resume and cover letter to info@ancestralhands.ca with the subject line "Administrator Application." Applicants interested in either full time or part time positions are encouraged to apply. We thank all those who apply; however only shortlisted candidates will be contacted for an interview. Ancestral Hands Midwives is committed to equity, diversity, and inclusion. We encourage applications from individuals of all backgrounds, including those from underrepresented communities.