

|  |  |
| --- | --- |
| **Job Descriptions Included:** | **Page** |
| Administrative Director | Page 2 |
| Midwifery Director | Page 7 |
| Medical Director | Page 10 |
| Lab Director | Page 12 |

**Instructions**: Replace all capitalized text in [BRACKETS] and make other adjustments as desired to adapt these job descriptions to your birth center and state regulatory environment. You can search for brackets using control-F or command-F on your keyboard.

|  |
| --- |
| **Administrative Director** |

The Administrator of [NAME OF BIRTH CENTER] provides consistent managerial support to ensure smooth operation of the center. The Administrative Director demonstrates expertise in overseeing the clinical, financial, and administrative operations of the center. This is a position with 24/7 responsibility for support of the center.

*Qualifications*

* Supports the mission, vision, and values of [NAME OF BIRTH CENTER]
* [LEVEL OF DEGREE] in healthcare administration, business, or related field
* At least [NUMBER] years’ experience in healthcare practice administration
* Proficiency in electronic practice management record systems, experience with [EHR IN USE] preferred
* Proficiency in Microsoft Office Suite
* Familiarity with OBGYN and midwifery service line and medical terminology
* Support of the midwifery model of care and community birth setting
* Meets all eligibility requirements for employment by [NAME OF BIRTH CENTER] including [ABILITY TO WORK IN THE UNITED STATES, BACKGROUND CHECK, ETC.]

*Key Skills*

* Positive role model & accessible to staff and clients
* Self starter with strong work ethic
* Demonstrates strong, compassionate leadership
* Dedicated to working with a collaborative team representing executive leadership, clinical, and administrative divisions
* Effectively delegates and provides appropriate oversight
* Maintains excellent communication
* Able to adapt to sudden changes in routines and expectations
* Excellent prioritization of tasks based on changing needs of business
* Comfortable serving as representative of [NAME OF BIRTH CENTER] with all stakeholders, including clients, families, other providers, hospitals, and community members
* Commitment to working to address bias, disparities in outcomes, and equity in a clinical setting

*Essential Functions, Duties, and Responsibilities*

The Administrative Director is responsible for performing or delegating and supervising the following functions, duties, and responsibilities for successful completion.

1. Administration
	1. Operations
		1. Available 24/7 for managerial, executive leadership support as needed
		2. Ensures ongoing communication with staff utilizing various means appropriate to department needs
		3. Facilitates regularly scheduled staff meetings, seeking input and communicating operational decisions
		4. Actively collaborates with clinical leadership to standardize practices, processes and equipment
		5. Attends provider meetings as needed
		6. Prepares agenda and moderates [SPECIFY FREQUENCY, SUCH AS BI-WEEKLY] management meeting
		7. Prepares agenda and leads [SPECIFY FREQUENCY, SUCH AS MONTHLY] staff meetings with the assistance of clinical leadership
		8. Distributes meeting minutes in a timely fashion
		9. Provides support to [SPECIFY EXECUTIVE LEADERSHIP, SUCH AS CEO, OWNER, BOARD OF DIRECTORS] in developing new projects
		10. Maintains and serves as super-user for [INSERT APPLICABLE SOFTWARE, SUCH AS EHR]
		11. Compiles reporting for [SPECIFY DEPARTMENTS, SUCH AS BILLING, FRONT DESK, MIDWIFERY DIRECTOR, PRACTICE LEADERSHIP, OR NURSE MANAGER] as necessary, including:
			1. [SPECIFY REPORTING E.G., PREGNANCY CASELOAD LIST BY MONTH, VOLUME PROJECTIONS, ATTRITION RATES]
		12. Establishes birth education classes and birth center orientations
	2. Finance
		1. Assists [EXECUTIVE LEADERSHIP, SUCH AS CEO, OWNER, BOARD OF DIRECTORS] in the development of the operational and capital budget
		2. Proactively manages resources including staff, supplies, and equipment for optimal productivity
		3. Establishes standards for fiscal evaluation of supplies and capital purchases
		4. Manages accounts payable
		5. Manages accounts receivable
	3. Inventory
		1. Creates process for managing and ordering administrative supply inventory, including standard recurring checks and minimum supply requirements
		2. Oversees medical supply ordering, including establishing standards for clinical evaluation of supplies and necessary purchases for department
		3. Acts as main point of contact for vendors and suppliers
	4. Schedule
		1. Assists clinical director and nurse manager with midwife and nurse schedule as necessary
			1. Ensures both hospital and birth center departments have coverage 24/7
			2. Works proactively and equitably to address any coverage issues
			3. Ensures the final schedule is communicated to additional partners as necessary, including hospital and physician.
		2. In the event of key leadership absences (for example, Midwifery Director, Medical Director), is responsible for appointing, delegating, or assuming responsibility for duties and obligations of absent staff.
	5. Facilities
		1. Performs [SPECIFY CADENCE, SUCH AS MONTHLY] environmental rounds
		2. Arranges for repairs and routine maintenance
		3. Ensures facilities are maintained in compliance with local regulations
2. Quality
	1. Continuous Quality Improvement (CQI)
		1. Creates and maintains processes for key feedback on the following measures
			1. Patient experience/satisfaction
			2. Employee satisfaction
			3. Grievance (employee, patient, or community member)
			4. Community member experience
		2. Identifies, develops, and implements Quality Improvement projects within the facility and between departments
		3. Creates and maintains incident report process, ensures review and follow up completed as appropriate
		4. Assists in regular Patient Case Reviews with the clinical team as necessary
		5. Collaborates with clinical leadership to schedule and assist with [FREQUENCY] clinical emergency drills and other training activities for clinical staff
		6. Leads or delegates non-clinical drills and emergency preparedness activities for staff (e.g. fire, weather emergency, HIPAA or other security breach), including those required by regulatory mandates
		7. Maintains documentation of patient chart audits
	2. Risk Management & Compliance
		1. Works closely with the Medical and Clinical Director(s) to identify and mitigate areas of risk; evaluating, initiating, and documenting change in processes as needed
		2. Ensures adherence to all state and federal regulations and internal policies and procedures
		3. Establishes, maintains, and adheres to the process for reviewing and updating Policies and Procedures manual in accordance with licensing and accreditation requirements.
		4. Procures and maintains necessary insurance policies including [MEDICAL MALPRACTICE, DIRECTORS AND OFFICERS, ERRORS AND OMISSIONS, WORKERS COMPENSATION, PROPERTY AND BUSINESS]
3. Human Resources
	1. Staffing
		1. Responsible for recruitment and administrative on-boarding of staff
		2. Demonstrates leadership through coaching, development, and corrective actions
		3. Assists in developing internal education programs in conjunction with clinical leadership to assist staff in relevant skill development, including environmental emergency drills
		4. Assists clinical leadership with development of educational and orientation programs
		5. Payroll
		6. Employee reimbursements
		7. Conducts annual employee reviews and periodic evaluations in collaboration with managers as appropriate
	2. Documentation
		1. Responsible for maintaining and updating employee records as necessary
			1. I-9 documentation
			2. Current clinical licenses as applicable
			3. Certifications in [SPECIFY CERTIFICATIONS INCLUDING NRP, BLS, ACLS, PALS, AWHONN FETAL MONITORING] as required
		2. Documentation of onboarding, orientation, and ongoing performance
			1. Evidence of internal drills and in service attendance
			2. Evidence of required medical immunizations or status or documentation of refusal
			3. Evidence of completion of annual required trainings [SPECIFY TRAININGS E.G. HIPAA; OSHA; FRAUD, WASTE, AND ABUSE; SEXUAL HARASSMENT; WORKPLACE VIOLENCE]
	3. Company Culture
		1. Conducts team building exercises
		2. Responsible for educating employees about the company and its culture and providing mentorship as needed
4. Customer Service/Community Relations
	1. Provides service recovery as needed, promptly responding to patient concerns with compassion, kindness, empathy and patience
5. Accreditation & Certification
	1. Maintains standards and reporting requirements for Commission for the Accreditation of Birth Centers (CABC) accreditation
	2. Maintains any other accreditations or certifications as requested/required by executive leadership and/ or licensing
6. Billing, Credentialing & Contracting
	1. Identifies opportunities for service line growth, leads initiatives to enhance revenue
	2. Manages relationship with billing professionals
	3. Develops and maintains plan for monthly Revenue Cycle Management reporting, including development and presentation of reporting dashboard
	4. Responsible for coordination of privileging of providers at affiliated hospital(s)
	5. Responsible for credentialing for all providers for all medical insurances for all sites of service
	6. Requests, negotiates, and maintains insurance contracts
	7. Ensures compliance with updated federal, state, and local billing regulations
7. Marketing & Business Development
	1. Creates documentation for patients to understand birth center experience
	2. Works with marketing team to
		1. Develop advertisements and campaigns to expand growth or target particular services
		2. Maintain social media for birth center
	3. Works with web developer for content
	4. Arranges promotional items for the center
	5. Ensures strong mechanism for capturing patient testimonials
	6. Arranges for birth center tour and orientation processes and content

|  |
| --- |
| **Midwifery Director** |

The Midwifery Director of [NAME OF BIRTH CENTER] provides consistent managerial and clinical support to patients and staff. The midwifery director demonstrates expertise in overseeing the leadership of clinical and administrative management of the assigned areas. This is a position with 24/7 responsibility for smooth operation of the birth center.

Must have experience in clinical management in the midwifery model of care, ideally with birth center experience. The Midwifery Director is the liaison with consulting physicians and community linkages; supervises the clinical staff and independent contractors; makes regular performance evaluations of the clinical staff according to personnel policies; and works with the Executive Director/Administrator in matters related to clinical care, utilization review; and any other issue related to the function and stability of the birth center.

*Qualifications*

* Certified as a [DESIRED TYPE OF MIDWIFERY EDUCATION]
* Current NRP and CPR certification
* Current DEA prescriber certification
* Meets all eligibility requirements for employment by [NAME OF BIRTH CENTER] including [ABILITY TO WORK IN THE UNITED STATES, BACKGROUND CHECK, ETC.]
* Active license, certification, and prescriptive authority in [STATE] or willingness to obtain
* [NUMBER] years in clinical practice, preferably [NUMBER] in community birth
* Supports the mission, vision, and values of [NAME OF BIRTH CENTER]
* Demonstrates fidelity to the midwifery model of care and supports physiologic birth

*Key Skills*

* Managerial experience including hiring and mentoring other clinical staff
* Experience working with a budget in a clinical service line
* Experience with creating, updating, and interpreting Clinical Policies and Procedures
* Experience with creating and updating Continuous Quality Improvement programs
* Dedicated to working with a collaborative team representing executive leadership, clinical, and administrative divisions
* Positive role model & accessible to staff
* Demonstrates strong, compassionate leadership
* Effectively delegates and provides appropriate oversight
* Maintains excellent communication
* Able to adapt to sudden changes in routines and expectations
* Self starter with strong work ethic
* Commitment to working to address bias, disparities in outcomes, and equity in a clinical setting
* Comfortable serving as representative of [NAME OF BIRTH CENTER] with all stakeholders, including clients, families, other providers, hospitals, and community members

*Essential Functions, Duties, and Responsibilities*

*The Midwifery Director is responsible for performing, or delegating and supervising, the following functions, duties, and responsibilities.*

1. Clinical Operations
	1. Available 24/7 for clinical support of staff
	2. Determines medical eligibility for birth center birth based on Policy and Procedure manual
	3. Identifies and helps to carry out overall clinical strategy for center
	4. Meets all requirements in job description for [TYPE OF MIDWIFE] position
2. Administrative Operations
	1. Attends regularly scheduled staff meetings, seeking input and communicating operational decisions
	2. Actively collaborates with administrative leadership to standardize practices, processes, and equipment
	3. Attends administrative meetings as needed
	4. Reviews and understands service line budget
	5. Serves as subject matter expert for electronic health record and assists with designing integrations, templates, and clinical processes within the system as needed
3. Education
	1. Implements education programs in collaboration with the Administrative Director and other relevant staff, as necessary
	2. Ensures unit specific training is available as applicable
	3. Completes all required annual educational competencies specific to director role
4. Schedule
	1. Develops provider schedule based on departmental needs, taking into account the level of staff expertise and volume
	2. Ensures [SPECIFY APPLICABLE DEPARTMENTS, SUCH AS HOSPITAL AND BIRTH CENTER] departments have coverage 24/7
		1. Works proactively and equitably to address any coverage issues
		2. Ensures the final schedule is communicated to internal staff on agreed upon schedule
	3. Provides support for [ADMINISTRATIVE AND BIRTH ASSISTANT OR OTHER APPLICABLE] departments when department leaders are unavailable.
5. Human Resources and Staffing
	1. Facilitates and documents comprehensive onboarding of new staff
	2. Hires, evaluates, and terminates clinical staff in collaboration with [OTHER RELEVANT LEADERSHIP STAFF]
	3. Receives and addresses grievances/complaints from staff
	4. Identifies gaps in staffing coverage and develops plans to address
6. Compliance
	1. Maintains current knowledge of trends and advances in midwifery and obstetric practice, ensuring patients are receiving current standards of care.
	2. Establishes, maintains, and interprets clinical Policies and Procedures
	3. In collaboration with [ADMINISTRATIVE DIRECTOR OR OTHER APPLICABLE ROLE] assists with compliance measures related to applicable federal, state, and local regulations including OSHA, HIPAA, and others as necessary
	4. In collaboration with [ADMINISTRATIVE DIRECTOR OR OTHER APPLICABLE ROLE] responsible for obtaining and maintaining national accreditation, state licensure, and any other state or federal requirements for birth centers
7. Continuous Quality Improvement (CQI)
	1. Leads regular Patient Case Reviews with the clinical team.
	2. Leads or delegates planning and implementation of Clinical Emergency Drills and ensures participation of all relevant staff.
	3. Coordinates Clinical Emergency Drills with additional stakeholders, including EMS and hospital staff.
	4. Maintains system for reporting and review of sentinel events and ensures results of reviews are used to drive continuous quality improvement.
	5. Develops and maintains a system for patient chart audits.
	6. Reviews incident reports, ensures review and follow up completed as appropriate
8. Other duties
	1. Ensures comprehensive, culturally appropriate birth, breastfeeding, and newborn care education is available to all clients and integrated into the birth center program of care
	2. Establishes standards for clinical evaluation of supplies and necessary supply purchases for professional and facility service lines
	3. Serves as representative of birth center to various stakeholders
	4. Serves as liaison between birth center and hospital staff
	5. Serves on hospital and/or other committees as needed
	6. Compiles and disseminates practice outcomes on a [SPECIFY PREFERRED CADENCE] basis
	7. In the event of key leadership absences (e.g. Administrative Director, Medical Director), is responsible for appointing, delegating, or assuming responsibility for duties and obligations of absent staff.

|  |
| --- |
| **Medical Director** |

The Medical Director of [NAME OF BIRTH CENTER] provides clinical consultation services on an as needed-basis to the providers and staff of the birth center.

*Qualifications*

* M.D. or D.O. degree, board certification as OB-GYN and/or Maternal-Fetal Medicine Specialist
* Meets all eligibility requirements for employment by [NAME OF BIRTH CENTER] including [ABILITY TO WORK IN THE UNITED STATES, BACKGROUND CHECK, ETC.]
* Active license, certification, and prescriptive authority, as required by [STATE] or willingness to obtain
* Supports the mission, vision, and values of [NAME OF BIRTH CENTER]

*Key Skills*

* Experience with creating, updating, and interpreting Clinical Policies and Procedures
* Dedicated to working with a collaborative team representing executive leadership, clinical, and administrative divisions
* Maintains excellent communication
* Comfortable serving as representative of [NAME OF BIRTH CENTER] with all stakeholders, including clients, families, other providers, hospital personnel, and community members
* Commitment to working to address bias, disparities in outcomes, and equity in a clinical setting

*Essential Functions, Duties, and Responsibilities*

The Medical Director is responsible for performing the following functions, duties, and responsibilities on an as-needed basis.

1. Clinical consulting
	1. Maintains current knowledge of trends and advances in obstetric, gynecological, and midwifery practice
	2. Reviews, edits, and interprets birth center clinical Policies and Procedures
	3. Reviews and edits educational and clinical materials prepared for clinical use
	4. In collaboration with [SPECIFY ADMINISTRATIVE DIRECTOR, MIDWIFERY DIRECTOR, OR OTHER APPLICABLE ROLE(S)] assists with compliance measures related to applicable federal, state, and local regulations including OSHA, HIPAA, and others as necessary
	5. Participates in Patient Case Reviews with the clinical team, including with sentinel event review, reporting, and root-cause analysis
	6. Participates in Clinical Emergency Drills as necessary
	7. Participates in chart review for approval of client eligibility for care
	8. Engages in direct consultation with providers to create appropriate plans of care for clients as determined by birth center Policies and Procedures
	9. [ADD ADDITIONAL SERVICES DEPENDENT UPON SPECIFIC STATE REGULATIONS]
2. External Relations
	1. Serves as representative of birth center to external stakeholders as needed
	2. Serves as liaison between birth center and hospital staff as needed
	3. Serves on hospital and/or other committees as needed

|  |
| --- |
| **Laboratory Director** |

This role serves as an addenda to the primary position description for a clinical team member for compliance with CLIA (Clinical Laboratory Improvement Amendments, the regulatory body overseeing laboratory testing such as microscopy and waived, point-of-care testing). As an alternative, the language can be incorporated into the main job description of the team member. A signed copy of the position description should be maintained in the Personnel File for all personnel performing or overseeing laboratory tests.

*Qualifications*

* Licensed Certified Nurse-Midwife or Physician [CHECK STATE REGULATIONS REGARDING WHETHER CPM OR CM MAY ASSUME LABORATORY DIRECTOR ROLE UNDER CLIA]
* Completed Competency Assessment for Provider Performed Microscopy and Waived Tests
* Understanding of the role of Laboratory Director, as described below and in the CMS Publication: CLIA Brochure #7: Laboratory Director Responsibilities, available at <https://www.cms.gov/Regulations-and-Guidance/Legislation/CLIA/Downloads/brochure7.pdf> or from the CMS website.

*Essential Functions, Duties, and Responsibilities*

The laboratory director is responsible for the overall operation and administration of the laboratory, including the supervision of personnel who are competent to perform, record, and report tests promptly and proficiently, and for assuring compliance with applicable regulations.

* The director may perform the duties of the technical supervisor, clinical consultant, general supervisor, and testing personnel, or delegate these responsibilities to personnel meeting the qualifications under CLIA regulations.
* If the director delegates these responsibilities, the director remains responsible for ensuring that all duties are properly performed.
* The director must be accessible to the laboratory to provide consultation, as needed.
* The laboratory director must
	+ Ensure that testing systems developed and used for each of the tests performed in the laboratory provide quality laboratory services for all aspects of test performance for all phases of testing;
	+ Ensure that the physical environmental conditions of the laboratory are appropriate for the testing performed, and provide a safe environment in which employees are protected from physical, chemical, and biological hazards;
	+ Ensure that
		- The test methodologies selected have the capability of providing the quality of results required for patient care;
		- Verification procedures used are adequate to determine the accuracy, precision, and other pertinent performance characteristics of the method; and
		- Laboratory personnel are performing the test methods as required for accurate and reliable results;
	+ Ensure that the laboratory is enrolled in a proficiency testing program for the testing performed.
		- All proficiency testing reports received are reviewed by the appropriate staff to evaluate the laboratory's performance and to identify any problems that require corrective action, and an approved corrective action plan is followed when a result is found to be unacceptable or unsatisfactory;
	+ Ensure that the quality control and quality assessment programs are established and maintained to assure the quality of laboratory services provided and to identify failures in quality as they occur;
	+ Ensure the establishment and maintenance of acceptable levels of analytical performance for each test system;
	+ Ensure that all necessary remedial actions are taken and documented whenever significant deviations from the laboratory's established performance metrics are identified, and that patient test results are reported only when the system is functioning properly;
	+ Ensure that reports of test results include pertinent information required for interpretation;
	+ Ensure that consultation is available to the laboratory's clients on matters relating to the quality of the test results reported and their interpretation concerning specific patient conditions;
	+ Ensure that a general supervisor provides on-site supervision of high complexity test performance by testing personnel qualified under § 493.1489(b)(4);
	+ Ensure that prior to testing patients' specimens, all personnel have the appropriate education and experience, receive the appropriate training for the type and complexity of the services offered, and have demonstrated that they can perform all testing operations reliably to provide and report accurate results;
	+ Ensure that policies and procedures are established for monitoring individuals who conduct preanalytical, analytical, and postanalytical phases of testing to assure that they are competent and maintain their competency to process specimens, perform test procedures and report test results promptly and proficiently, and whenever necessary, identify needs for remedial training or continuing education to improve skills. Review policies at least annually, or more frequently as needed, and make appropriate updates.
	+ Ensure that approved procedures are available to all personnel responsible for any aspect of the testing process;
	+ Review environmental safety and compliance of the laboratory quarterly

Laboratory Director shall sign below to indicate they understand the role and regulatory requirements.

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_