

Job Framework

Midwife - Centre

The Midwife plays a key role in the success of a clinic. This position is responsible for providing quality sexual and reproductive health care services to our clients in line with Marie Stopes clinical protocols, ensuring positive customer experiences and assisting the Centre Manager with key clinic operational responsibilities. This role requires strong team work and also plays an important part in generating new clients, assisting in driving the success of the clinic results.

Job Title:	Location:	Reporting to:	Probationary Period:
Midwife-Centre	MSIC's Clinic	Centre Manager	3 months

Marie Stopes International is a global organisation providing personalised contraception and safe abortion services to women and girls. Our local teams of professionals are passionate about the work they do in communities across 37 countries. The services they provide give a woman the power to choose when she has children so that she's free to pursue her plans and dreams for herself and her family. Marie Stopes International Cambodia (Marie Stopes) was established in 1998 and operates 7 reproductive health clinics, clinical outreach services, a call centre to provide information to clients and provides technical support to numerous public and private partners. In 2016, Marie Stopes provided services to approximately 80,000 women and men in Cambodia. A key responsibility of this role is to further **Marie Stopes' Vision: A world in which every birth is wanted** and its **Mission** of ensuring the individual's right to: **Children by choice, not chance.**

It is a role requirement that the job holder must fully comply with, promote and live **Marie Stopes' Core Values:**

Mission Driven	Client Centred	Accountable	Courageous
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Key Responsibilities	Measures
<p>Professional Client Experience and Service Delivery</p> <ul style="list-style-type: none"> Ensure all clients receive a full end to end client experience following all Marie Stopes policies and operational guidelines for full client satisfaction. Provide high quality service provision to clients in a friendly manner and in accordance with Marie Stopes clinical protocol guidelines. Actively communicate with clients for follow up services, in particular follow up on post abortion family planning services. Admit clients, informing and advising them of Marie Stopes Services appropriate to their needs through best client counselling practices and cross-service approach. Ensure clients are informed and fully counselled on possible treatment and family planning options. Provide correct diagnosis and treatment recommendations for clients, where required seek advice from the Acting Center Manager. Promote and implement "vocal local" to minimise client nervousness. Administer other drugs/treatments to clients who have a need based on the planned procedure. Assist in the recovery area and observation of clients post-procedure. Recognise any complications or side effects of medications or treatment. Follow Marie Stopes incident management policies for all clinical complications. Practice and promote 'universal precautions' at all times - ensure all waste is disposed of as per Marie Stopes guidelines. Promote and enable clients to provide confidential feedback to assist in improving our service. Ensure sterilization room and all equipment is arranged properly, ensure all instruments are sterilized as per protocols. Ensure QA job-aids, IEC and Pricing Boards are implemented and maintained Ensure the Autoclave machine is used properly and maintained following instructions and the schedule. Ensure all areas of the clinic are clean at all times (procedure rooms, reception room and office). This includes the floor, wall, ceiling and materials/equipment. 	<ul style="list-style-type: none"> A quality, seamless and timely service is delivered to clients at all times. All MSI treatment guidelines and policies are followed at all times. Incident reporting timelines followed. All clients are being followed up Friendly services for all clients and encourage clients to provide feedback Clean centre maintained at all times.

Key Responsibilities	Measures
<ul style="list-style-type: none"> Ensure all linen is clean (include ironing) and folded for timely supply to rooms as needed. 	
Efficient Centre Administration	
<ul style="list-style-type: none"> Ensure all relevant client records are completed accurately and client consent forms are completed before any service provision commences. Ensure client files are handled and stored in a confidential manner. Responsible for CLIC-Client Information Center in data entry and assist in ensuring reports and client records are up-to-date. Support flexible work hours based on the need and number of clients and ensure Roster System is being implemented effectively. Ensure supplies used including drugs and materials are being used in the right manner and properly recorded. Assist Acting Center Manager in maintaining accurate stock records including stock cards and stocktakes. Where requested assist the Acting Centre Manager in month end reporting. Follow the Centre Operations Manual in regards to full centre administration. When needed, assist other team members with cleaning duties, sterilisation duties, cover for reception/ other team members. Participate in the annual centre cleaning program to ensure centre remains tidy at all times. 	<ul style="list-style-type: none"> Adapted flexible working hours including weekend services according to client needs Roster System Implemented Proper use of supplies with well correct record keeping Accurate client records – hard copy and in CLIC Well maintained equipment
Collective Responsibility for Centre Growth – services, financial and quality	
<ul style="list-style-type: none"> Proactively follow work plans to achieve daily, weekly, and monthly services delivery target Actively participate in weekly centre meeting to review and analysis results and develop key action to increase more income, more client, and productivity Assist Acting Centre Manager in follow up with internal and external quality assurance feedbacks and implement recommendations to increase quality score each year. Based on marketing plans approved by support office implement community demand promotions out of centre to increase services and awareness of centre. Where requested and supported by Marketing Manager, conduct interviews, attend key stakeholder meetings. Follow MSIC's Centre Operations Manual at all times. 	<ul style="list-style-type: none"> Monthly service budgets are achieved Maintain 100%+ income to cost Maintain high teamwork spirit The internal and external QTA's requirement/target is achieved. Conduct marketing activities and community awareness campaigns
Leadership	
<ul style="list-style-type: none"> Work with the Clinic team for a successful Clinic following the Clinic operating procedures manual. Ensure strong team work and willingness to assist clinic team members in any task, even if not specifically written in this framework. Promote Marie Stopes in a positive way to external parties in the community. Attend all Clinical and non- Clinical trainings for personal development. Work by example and promote "One-Team, One Spirit" approach. Uphold all Marie Stopes policies including Anti-Fraud and Bribery and Child Protection. Uphold all Marie Stopes core values and lead by example. 	<ul style="list-style-type: none"> Motivated centre Positive stakeholder relationships
Other Duties	
<ul style="list-style-type: none"> Other activities as nominated by your line manager, and or members of SMT; Where requested, assist the wider MSIC business activities including project activities (out of centre). Attend all required trainings, clinical and non-clinical. Where trained as a Trainer of a Trainer, undertake training activities nationwide as requested. 	<ul style="list-style-type: none"> Duties completed on time and accurately Training completed

Skills and Experience	
Qualifications:	
<ul style="list-style-type: none"> • 2 years previous experience as a Secondary Midwife or Medical Assistant 	
Essential Experience:	
<ul style="list-style-type: none"> • A minimum of 2 years in Safe Motherhood and Reproductive Health programs. • Trained in Comprehensive Abortion Care. • Well-developed communication skills, fluent Khmer and basic English (written and spoken). • Strongly IT literate. • Friendly, helpful and caring manner and sensitivity to individual client needs, awareness of confidentiality. • Ability to remain calm in a pressurised environment. 	
Essential Skills:	Attitude / Motivation:
<ul style="list-style-type: none"> • Basic English (written and spoken) is required. • Ability take initiative and initiate new service and team development. • Well-developed communication skills. • Ability to work under pressure. • Strong team work ability and desire to assist. • Strong customer service ability. 	<ul style="list-style-type: none"> • Supportive of Marie Stopes philosophies. • Results oriented and innovative. • Adaptable and flexible. • Able to work in a pressured environment. • Committed to reproductive health in development and an individual's right to control their own fertility.