

## **IBCLC Job Description Sample 2**

### **Lactation Consultant Duties**

#### **GENERAL**

Responsible for the overall coordination, planning and management of patient, family and staff education related to breastfeeding for the Health Care Network.

#### **QUALIFICATIONS/KNOWLEDGE REQUIRED**

- Preferred that the candidate have one-year experience as an RN and should be an International Board Certified Lactation Consultant (IBCLC). If not an RN, the candidate should have five years experience as an IBCLC.
- Professional knowledge of the breastfeeding process, antepartum, intrapartum and postpartum health care and psychosocial issues. Knowledge of premature infants and from newborns to toddlers.
- Knowledge of the breastfeeding care and educational principles, practices, procedures and techniques required to assess learning needs, develop an educational plan, and teach/counsel staff, patients and family members and evaluate the effectiveness of the instruction.
- Highly specialized skills and abilities regarding: assessment, intervention based on patient history and assessment, initiation and modification of complex situations and related therapies and interventions.
- Ability to provide information with consideration of mental, emotional, cultural, social and physical factors.
- Educational strategies to provide individual, family and group counseling, guidance and health promotion instructions to assist patients and family members to participate in their health care plan and maintain good health habits and prevention activities.
- Knowledge of a wide range of acute and chronic conditions and wellness/preventative services commonly found in a primary care setting serving antepartum, intrapartum, postpartum patients and newborns to toddlers. Provide expertise to families and mothers who are adopting infants and desire to breastfeed.
- Professional knowledge of health care principles, practices and procedures to assess health care needs of a wide variety of antepartum, intrapartum, postpartum patients and newborns to toddlers, requiring comprehensive care; ability to develop care plans incorporating several disciplines.
- Ability to utilize the principles of telephone and walk-in patient screening, advice, communications and documentation.
- Ability to recognize adverse signs and symptoms and to react swiftly and appropriately in emergency situations.
- Knowledge of pharmaceuticals and the effects on lactation for antepartum, intrapartum, postpartum patients and newborns to toddlers. Able to identify the appropriate route and dosing, desired effects, complications of use, and recognition of adverse reactions.
- Knowledge of managed care principles to include case, disease and demand management, access standards, and benefit entitlements.

- Knowledge of hospital administrative procedures and channels for reporting, inspection, quality control activities, and ordering supplies; and basic personnel administration in matters such as unresolved patient complaints and to provide orientation/education to medical staff to prevent incidents. Knowledge of the military system.
- Knowledge of the internet to facilitate literature searches, reviews and professional networking.

## **SCOPE OF SERVICE**

Actively promotes breastfeeding and assists mothers in reaching their own goals for breastfeeding.

- Develops and implements standards of care and guidelines for assisting breastfeeding mothers in all areas of the organization where they might be served (emergency department, OB/GYN, family health centers, employee health, women's health, pediatrics, internal medicine, etc.).
- Supports programs already in place (i.e. New Mothers Support Group, breastfeeding classes, etc.).
- Organizes information and posters for activities to promote breastfeeding.

Plans, oversees and coordinates patient, family and staff breastfeeding education activities in coordination with the Chief, Maternal Child Health care services.

- Responsible to the Maternal Infant Product line Director, or the Chief, Pediatrics, the Chief, Family Practice and the Chief, Obstetrics for patient care education.
- Provides and coordinates didactic education to all patients who require breastfeeding information in accordance with current research literature and national standards of care.
- Establishes reviews and updates educational content on a variety of medications and maternal and infant conditions to include cleft palate, cleft lip, micro-premies, etc.
- Reviews and updates information regarding wellness topics such as nutrition, preventative services, and exercise to promote good health habits and increase patient compliance with the health care plan.
- Implements and maintains a reference library of breastfeeding materials appropriate for both health-care providers and mothers interested in learning more about lactation.
- Responsible for maintaining and updating files, in appropriate locations, of journal articles and obtaining references works that include the latest information on lactation in a variety of contexts and circumstances.
- Develops or obtains suitable educational materials to facilitate patient understanding of content.
- Provides antepartum, intrapartum and post partum classes on breastfeeding, breast care and related topics to inpatients and/or out patients in a group or 1 to 1.
- Knowledgeable and skilled in the physiology and clinical management of breastfeeding.
- Assesses patient and family emotional, cognitive, social and motivational status relative to learning and determines their educational needs and priorities.
- Adjusts teaching plan to meet patient and family needs.
- Evaluates the effectiveness of patient and family education.
- Documents patient/family education and progress of the mother and baby in accordance with hospital standards.

- Maintains professional growth in the area of educational techniques and acute/chronic/ wellness topics to maintain quality of patient education services.
- Accepts consults for the education of patients and family members in the inpatient or outpatient settings.
- Evaluates equipment related to breastfeeding and maintains the breastfeeding room.
- Supports hospital employees who are breastfeeding.

Plans, oversees and coordinates annual and as needed education.

- Reviews care routines, policies, procedures and/or other aspects of the mother-baby hospital experience with involved clinical staff in order to highlight successes or needs of lactating mothers and their breastfeeding infants.
- Responsible for coordinating staff competency activities and documentation of activities in staff education folders.
- Develops a reference library for staff use.

Serves as the consultant for the Maternal-Infant Health service regarding breastfeeding issues.

- Establishes and maintains a telephone line to provide contact with patients who require assistance or those referred for outpatient assistance.
- Establishes and maintains a regular follow-up system of continuing care for mothers and their infants first seen in the hospital. Patient contact may be made via telemedicine, patient visits, telephone calls, post cards or letters.
- Develops documentation record to track patient progress/concerns.
- Screens walk-in patients and telephone calls to assess severity of patient condition and requirements for physician intervention.
- Communicates with physicians regarding patient condition and disposition and documents events appropriately.
- Screens patient records and performs patient interviews to assess the medical and obstetrical history and determine the health care needs.
- Performs psychosocial assessment of patient and family to identify significant cultural, spiritual, financial or emotional factors, which may affect health care plan.
- Recognizes sub-optimal changes in status and symptoms that require follow-up and reports to physician.
- Completes required paperwork to document activities.

Supervises the activities of military and civilian staff that provide breastfeeding support to antepartum, intrapartum and post partum patients who require breastfeeding support throughout the facility.

- Handles patient complaints and provides orientation/education to the medical staff to help prevent incidents.

Serves as a liaison/resource and/or case manager.

- Offers case conferences that highlight particular needs of lactating mothers and their breastfeeding infants for Family Practice, OB/GYN and/or Pediatric/Neonatal patients.
- Coordinator, Breastfeeding Committee and facilitator for the Breastfeeding Support Group.

- Coordinates patient care services between clinic providers, specialists, pharmacy and other ancillary services.
- Coordinates patient referral to support services provided through Health Care Network, other networks, and the community.
- Assists and provides support to patients as necessary in obtaining services.

Participates in community activities.

- Member of the local Lactation Consultants Association and attends quarterly meetings.
- Member of hospital-wide lactation group and attends quarterly meetings.

Participates in Quality Improvement, Total Quality Management and research processes which result in the improvement of clinical interventions.

- Identifies problems, designs projects, collects data, analyzes data, tracks workload and processes results.
- Applies generated information to health care practice with the goal of improving utilization and clinical outcomes.
- Conducts annual audits to determine breastfeeding initiation and continuation rates and the effects of change in protocols.
- Maintains statistics.

### **SUPERVISORY CONTROLS**

- Assigned and responsible to the Chief, Maternal Infant Health Services.
- The employee plans and carries out assignments and develops decisions in consultation with the Maternal Infant Health Director using assigned personnel, and applying appropriate guidelines and professional health care standards to both patient assessment and supervision of clinic health care operations.
- Independently responds to emergencies in accordance with policies and accepted health care practices without specific instructions.
- Work is reviewed for effectiveness in the management of the lactation consultant program.

### **COMPLEXITY**

- Independently assesses patient's breastfeeding condition and uses judgment to determine health care needs and appropriate action to be taken.
- Recognizes and responds appropriately to deviation from normal.
- Counsels and provides guidance on proper health care.
- Makes decisions and develops health care plans based on interpretation of the data, physical examinations and laboratory results.
- Assists the community in planning, developing and evaluating local health care needs regarding breastfeeding initiation and continuation.
- Evaluates issues regarding active duty soldiers and continuation of breastfeeding.
- Evaluates health care facility for breastfeeding friendly activities.

### **SCOPE OF EFFECT**

- The lactation consultant assesses and teaches patients with a variety of breastfeeding conditions and provides health care.
- The work affects the patient and their families and the overall effectiveness of the program to define and develop new procedures which enhances the service provided

the patients and provides doctors and nurses with the knowledge and skills to make this a viable and accomplished program.

- Establishes criteria and assesses effectiveness of patient treatment and the program.

### **PERSONAL CONTACTS**

- Contacts are with patients, family members, professional and paraprofessional medical center staff members and personnel of other agencies.
- Contacts may include the PX for information on breast pump products, contractors, manufacturers, professors or ad hoc public action groups.
- Contacts may involve national professional organizations.

### **PURPOSE OF CONTACT**

- Hospital personnel contacts are to educate, plan and provide optimal patient care.
- Contacts with patients and family members are to teach, influence and motivate them to develop and maintain good health habits, provide family counseling and provide direct health care.
- Personnel of other agency contacts are to coordinate community support.

### **WORK ENVIRONMENT**

- Work requires extensive periods of talking, walking, standing, bending, pushing and some lifting of equipment.
- Work is performed on L&D, Mother/Baby inpatient units or clinic that provide services to OB, pediatric and/or neonatal patients.
- Exposure to infections and contagious disease is possible.
- Protective measures are followed and protective clothing is worn as directed by the established policy.
- Candidate must perform some weekend, holiday and as needed ward rounds.