

# Job Description:

## Service Coordinator (Glasgow City)

### Background of post

The Breastfeeding Network have been awarded funding in Glasgow City to deliver telephone support to new families and to train community buddies and peer supporters. The project will support all families who opt in for support with a specific focus on targeting families where there may be additional barriers to accessing support and in reaching diverse communities in Glasgow City.

The project will enable those women who choose to breastfeed to access appropriate support regardless of age, ethnic origin, beliefs, sexual orientation, social status and employment status

### Main duties

The Service Coordinator (Glasgow City) will report to the Scottish PfG Project Manager and liaise with other key roles in Glasgow, as well as with colleagues based in Scotland and throughout the wider charity. There will be a need for a high level of collaboration and partnership working with NHS Greater Glasgow and Clyde, the local Health and Social Care Partnerships and other third sector organisations linked to delivery of infant feeding peer support in the area. They will lead on overall management and development of the project, ensuring KPI's are met and work is monitored, evaluated and reported upon. For this project there is a specific target to reach families from diverse communities so developing relationships and working with community organisations based in these communities will be vital. Within BfN the work in Glasgow City will be supported and steered by the Scottish Steering group with representation from BfN CEO, HR, Scottish Programme Manager and Finance. The Service Coordinator will be required to contribute to BfN's project leads meetings as appropriate and to attend local partner meetings in Glasgow (online or face to face).

### Leadership and activities

- To be responsible for setting up and delivering the agreed project workplan
- Take responsibility for ensuring that staff and volunteers are appropriately supported, trained and developed to enable them to provide breastfeeding support in accordance with BfN's policy and practice
- Recruit, support and management of a staff team, including carrying out 1:1 meetings and annual appraisals and approving expenses on a monthly basis.
- Work with a BfN tutor to recruit and train a diverse mix of local women that reflect local communities to train as peer supporters and community buddies
- Work with the Glasgow Volunteer Coordinator and local BfN Supervisors to manage a team of BfN registered volunteers to offer peer support as appropriate across the Glasgow area
- Offer infant feeding peer support to families via phone and text as part of a team of peer supporters (if appropriate based on training and experience)
- Work with the Scottish PfG Project Manager and the Scottish Programme Manager to ensure the project outcomes are met
- Participate effectively in meetings with BfN colleagues, partner organisations and health professionals as necessary.
- Travel to the Queen Elizabeth University Hospital to collect details of families who wish to access peer support (as appropriate based on covid guidelines and service design)

- Communicate key practical breastfeeding messages and the role of peer support in a clear, persuasive and empathetic manner that links with evidence
- Develop partnerships by engaging and communicating with other organisations and community members, some of whom may have barriers, such as language or cultural barriers, to accessing peer support.
- Ensure the service will uphold the principles of community development and participation; this includes the support and professional development it provides for the staff and volunteers. Staff and volunteers will uphold the principles of promoting health.
- Proactively work and seek solutions to engaging women for whom English is a second language to access peer support and to train with BfN as Community Buddies and Peer Supporters
- Develop ways to offer support to women in their own language or in ways that removes barriers for families where English is not their first language
- Evaluate the impact of the service on service users and volunteers and ensure feedback informs development and service design.
- Commit to sharing knowledge and information about the project at internal BfN meetings e.g. project leads meeting
- Develop and expand the use of online and virtual methods of supporting families and the use of technology in local support

## **Project Management**

- Be accountable for ensuring performance targets set by BfN, the Scottish Government and other funders are met.
- Evaluate the effectiveness of each of the different projects.
- Be accountable for monitoring of the project budgets working with the BfN finance team.
- Keep the project information and data collection tools up to date
- Compile reports for Scottish Government and other funders/partners as required, including activity reports of volunteers and staff.
- Ensure compliance with BfN policies, BfN Code of Conduct and relevant Breastfeeding policy.
- Work with others to manage local social media accounts, especially Facebook pages used for supporting families in Glasgow
- Work with local BfN Tutors to set up training courses and recruit trainees
- Ensure there are clear pathways for managing safeguarding issues and links to appropriate leads in each area.
- Work with local areas to plan delivery to ensure that the Peer Support will be integrated with other elements of care for women requiring support for breastfeeding to avoid duplication.

## **Analysis and data management**

- Set up communication systems, information sharing agreements and referral processes with the local Maternity hospitals & Midwifery, Community Midwifery & Health Visiting services, to establish good working relationships.
- Help develop resources to actively promote breastfeeding peer support, peer support training and support to potential volunteers, families and partners.
- Assess the effectiveness of the project using a range of qualitative and quantitative data from a variety of sources that may conflict.
- Ensure robust evaluation, analysis and dissemination of evidence to inform future work.
- Supervise data management including data entry, data manipulation and data and word processing.
- Carry out tasks related to project management such as approving expenses for staff and volunteers, dealing with venue hire/invoices, recruitment etc

- Responsible for compiling and submitting reports to funders as per the contracts/grant agreements.

### **Equality and Diversity**

- Ensure that staff and volunteers understand and implement the BfN Equality and Diversity Policy
- Ensure that staff and volunteers work in a way that supports inclusion and values diversity. This responsibility includes actions in relation to service users, volunteers, work colleagues, people in other organisations and members of the public.
- Consider ways to remove barriers to accessing support, especially for families from diverse backgrounds and where English is not their first language

### **Health & Safety**

- follow standard Health and Safety guidelines
- undertake a proactive role in the management of risks in compliance with the Health and Safety at Work Act 1974 and subsequent legislation
- take care of your own personal safety and that of others

### **Personal**

- Maintain registration with BfN with regular supervision (if relevant) and continuing professional development

*This is not an exhaustive job description and may be subject to change according to the needs and development of the role. It is expected that the post holder may undertake such other duties as may be reasonably requested.*

# Person Specification: Service Coordinator (Glasgow City)

Please refer to this document carefully when completing your application form and preparing for your interview. You must demonstrate how you meet the criteria on your application form.

Qualifications	Essential	Desirable
Registered as a Breastfeeding Helper or Supporter with The Breastfeeding Network (BfN) and have had at least minimum supervision required to retain registration from your named supervisor since qualification		✓
Completed recognised breastfeeding peer support training		✓
Show evidence of continued professional development and ongoing learning	✓	
Educated to degree level or equivalent experience	✓	

Experience and Knowledge	Essential	Desirable
Experience of supporting mothers face to face with breastfeeding		✓
Experience of working as a volunteer with BfN (or other organisation) offering breastfeeding support in a variety of settings		✓
Experience of working with diverse ethnic and social groups (ideally in the Glasgow City area)	✓	
Knowledge of BfN, its ethos, policies and procedures	✓	
Knowledge of how breastfeeding can help address inequalities	✓	
An awareness and understanding of supporting equality and valuing diversity within the role	✓	
Experience of managing people	✓	
Experience of managing different projects	✓	
Knowledge of the Infant Feeding culture in Scotland and the specific issues that affect families	✓	

Skills and Abilities	Essential	Desirable
Excellent leadership skills including the ability to motivate and manage a team of staff and volunteers	✓	
Excellent active listening skills	✓	
Ability to work effectively with all colleagues, mothers and Health Professionals	✓	
Excellent written and oral communication skills for a variety of audiences	✓	
Excellent interpersonal skills, including sensitivity to different perspectives, diplomacy and negotiating skills	✓	
Excellent organisational skills, including project management, prioritisation and time management skills	✓	
The ability to motivate others when problems arise through positive communication and working together to find solutions to problems	✓	
Strong budget management skills		✓

Familiarity with different social media platforms (Facebook, Instagram, Twitter)		✓
IT skills (Word, Excel, email, office 365 and internet)	✓	
Ability to research evidence-based information	✓	
Ability to evaluate data and use the results to write high quality reports	✓	
A space to work at home with reliable, secure internet access	✓	
Access to a car and the ability to travel to the Queen Elizabeth University Hospital, around Glasgow and occasionally elsewhere	✓	