

Job Description:

Midlothian Peer Support Volunteer Coordinator

Background of post

BfN has been commissioned by NHS Lothian to help them achieve higher breastfeeding initiation rates and higher breastfeeding prevalence at 6-8 weeks.

The aim of the BfN in Midlothian is to help all new mothers to be able to consider breastfeeding as a realistic option and have skilled help from Peer Supporters in pregnancy, through birth, and into the postnatal period.

In addition, BfN works with other agencies towards other local targets for improving the health of mothers and babies.

We wish to recruit a Volunteer Coordinator that will oversee, engage and motivate volunteer peer supporters at the current breastfeeding support groups in the community and to support the work of the Midlothian Breastfeeding Alliance (MBA).

The post holder will work closely with the BfN Scottish Peer Support Service Manager (SPPS), playing an integral role in the general day to day workings of the volunteer work schedules and data collection. The Volunteer Coordinator will also work closely with the MBA, NHS Lothian, local midwifery and health Visiting Team and the Midlothian Infant Feeding Adviser to ensure the service fits the changing local services.

Main duties

- To assist in the coordination of the supervision and management of a team of accredited Peer Supporter volunteers and trainees in the Midlothian area
- Liaising with BfN SPPS Manager, MBA and NHS Lothian in order to support ongoing development and implementation of processes for data collection, evaluation and reporting
- Liaising and cooperating with Health Visiting and Midwifery teams across the locality
- Liaising with IFC, IFT, midwifery and MBA to maintain and develop process for volunteering in antenatal classes as appropriate
- Be the main link with local Health Visitors looking for a peer support to support a mum in the community or at a breastfeeding group
- To support MBA as they develop
- To promote the existence of MBA in the community and with midwifery and Health Visiting teams
- To organise, monitor and keep track of the work of the accredited volunteer peer supporters and those in training, across the locality, including organising or delegating the set-up of rotas for peer supporters to attend antenatal clinics and breastfeeding groups
- Being a point of contact for volunteers if any issues arise with attending groups or antenatal classes and sharing this information with health professionals and other volunteers to obtain cover as required
- Assisting the BfN Supervisor in developing existing volunteers to become BfN registered as necessary
- Liaising with BfN Central Admin team to facilitate registration of Peer Supporters

- To support volunteers and assist the SPPS Manager in the coordination of delivery of service i.e. drop-in groups/clinics/antenatal rotas
- Ordering and delivering resources (leaflets, books, dolls, contact forms, books etc.) to drop-ins as required
- To support the SPPS Manager and others by producing data reports on volunteer activity etc. as required for reporting purposes
- Keep accurate and up to date records in line with BfN Information Governance policy and BfN Code of Conduct
- To work within the BfN Code of Conduct
- Assist with organisation of events e.g. Study days, stalls, celebration days, conferences etc.
- Other community activities as identified

Leadership

- Support, encourage and motivate volunteers in running groups, assisting at clinics and antenatal sessions and other activities
- Take responsibility for ensuring that volunteers are appropriately trained and have access to supervision
- Support volunteers and trainees as necessary in the delivery of community services
- Organise the work of volunteers in consultation with Project Manager, MBA and NHS Lothian
- Support volunteers to ensure appropriate referral and signposting of women with more complex breastfeeding issues
- Help volunteers access local NHS training where appropriate so they can work within NHS settings
- Provide volunteers with BfN training as required
- Participate effectively in meetings with health professionals where necessary
- Communicate key practical breastfeeding messages in a clear, persuasive and empathetic manner
- Develop partnerships by engaging and communicating with other organisations and community members, some of whom may have barriers to understanding health messages

Project Management

- Re-establish indoor groups, in line with current Government Guidelines around Covid
- Maintaining the staff and volunteer rotas at breastfeeding support venues
- Process volunteer expenses
- Ensure compliance with BfN policies
- Attend national meetings for BfN Project Manager as required in the SPPS Manager's absence
- Ordering resources at the best price available

Analysis and data management

- Support the SPPS Manager and Administrator in developing data collection processes and carrying out data collection and evaluation by collecting appropriate data from all volunteers and breastfeeding support venues
- Provide data to BfN, MBA and NHS Lothian in a timely manner as required
- Keeping an accurate database of contact details, training and activities of all volunteers
- Developing and evaluating feedback from service users
- Support the SPPS Manager in presenting reports to local stakeholders and in attending meetings
- Assess the effectiveness of the project using a range of qualitative and quantitative data from a variety of sources that may conflict

Equality and Diversity

- Ensure compliance with BfN policies on Equality and Diversity
- To carry out your duties in a way that supports equality and values diversity. This responsibility includes your actions in relation to service users, volunteers, work colleagues, people in other organisations and members of the public.

Health & Safety

- Follow standard Health and Safety guidelines
- Ensure activities take Health and Safety guidelines into consideration
- In compliance with the Health and Safety at Work Act 1974 and subsequent legislation the post holder is required to undertake a proactive role in the management of risks in all their actions including:
 - Undertaking risk assessments in line with the BfN risk assessment process.
 - Reporting all incidents, near misses and hazards in line with the BfN.
 - Significant event reporting system.
 - Undertaking a statutory duty of care for your own personal safety and that of others.
 - Attending statutory health and safety training.
 - Attending all BfN mandatory and any other health and safety training as required and ensure BfN volunteers in the specified area, meet these requirements.

Freedom to Act

The post holder is guided by precedent and clearly defined occupational policies, protocols, procedures or codes of conduct. Work is managed rather than supervised and results and outcomes are assessed at agreed intervals.

The post holder must:

- Work independently to deliver activities and actions within defined strategies
- Plan own work objectives in line with BfN objectives using initiative and acting independently.

Person Specification: Midlothian Peer Support Volunteer Coordinator

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
Active Helper registration and extensive volunteering experience with the Breastfeeding Network, or equivalent qualification and willingness to transfer into BfN.	✓	
Educated to a minimum of Higher Grade standard or equivalent		✓
Holds full driving licence and has access to a car	✓	

Experience and Knowledge	Essential	Desirable
Experience of supporting mothers face to face with breastfeeding	✓	
Experience of working in a health or community setting in a paid or volunteer capacity	✓	
Knowledge of BfN and its policies and procedures and a commitment to its Code of Conduct, principles and approach	✓	
An awareness and understanding of supporting equality and valuing diversity within the role	✓	
Experience of staff or volunteer management		✓

Skills and Abilities	Essential	Desirable
Excellent leadership skills including the ability to motivate and manage a team	✓	
Ability to work effectively with colleagues, mothers and health professionals from diverse backgrounds and organisational cultures	✓	
Ability to represent the BfN in a positive and professional manner	✓	
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 prioritisation, time management skills and ability to work under pressure	✓	
Positive attitude and evidence of delivering results	✓	
Good numeracy skills with ability to process basic financial data (e.g. expenses, invoices)	✓	
IT skills (Word, Excel, email and internet)	✓	
Ability to produce and evaluate statistical data and make effective use of it in reports		✓
Ability to travel frequently within the local area and occasionally further afield to attend meetings/conferences/training		✓
Willing to facilitate groups occasionally	✓	
Ability to work flexibly including occasional evening and weekend work	✓	
A space to work at home	✓	
Reliable, secure internet access	✓	