

Job Code: BfN2022/12

Job Description: Midlothian Volunteer Coordinator (Walk, Talk and Feed group)

Background of post

The Breastfeeding Network (BfN) has been awarded Health for All funding to establish a walking breastfeeding group to support families who might be less likely to attend a more traditional breastfeeding group due to family situation, older siblings etc. The aim is to establish and deliver a walk each week in Dalkeith Country Park and other venues to offer variety to the walks. The service will be provided by trained volunteers and supported by the coordinator.

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

Main Duties:

Personal

- Maintaining own BfN registration with regular supervision, mandatory training and continuing professional development.

Leadership

- Identify and engage with peer support volunteers (BfN, NHS etc) who are interested in supporting the walks
- Lead, support and motivate a team of volunteer Peer Supporters
- Coordinate rotas to ensure volunteers are available to lead the weekly walks
- Participate effectively in meetings with health professionals and local stakeholders as agreed with Project Manager
- Deliver key performance indicators to timescales as outlined in the funding contract
- Develop partnerships by engaging and communicating with other organisations e.g. NHS, Paths for All, Local Authorities and voluntary/community organisations
- Communicate key practical breastfeeding messages in a clear, persuasive and empathetic manner
- Work closely with the PfG Project Manager to deliver effective breastfeeding support in Walk for Health activities.

Service Management

- Organise the volunteer Peer Supporters to meet the needs of the walks and ensure consistent levels of cover
- Amend rotas as needed according to availability changes, including keeping track of volunteer activity and availability
- Communicating scheduling changes with volunteer team and partner organisations e.g. change of day for walk
- Ensuring resources (leaflets, posters etc.) are available as required
- Support Peer Supporters to access Paths for All and BfN training as required

Data management, reporting and evaluation

- Keep an accurate database of contact details, training and activities of all Peer Supporters in line with BfN and local practices
- Collect walk data as required by Paths for All
- Collecting monitoring and evaluation data about the group activities in line with GDPR regulations and BfN IG policy and as required by Paths for All
- Keeping an accurate database and log of leads/contacts/conversations to report on volunteer activity
- Developing and evaluating feedback from service users
- Presenting reports to local stakeholders and attending meetings

Supervision and Training

- Assisting volunteers to meet ongoing BfN and NHS training requirements and to identify other development needs
- To organise attendance on Walk It training for all volunteer within a reasonable time frame

Breastfeeding support

- Communicate key practical breastfeeding messages in a clear, persuasive and empathetic manner
- Offering support to families as needed

Community engagement

- Develop strong partnerships with NHS Lothian staff, Paths for All, other organisations and community members, some of whom may have barriers to understanding health messages or accessing support
- Seek and take advantage of opportunities to promote the group walks to local communities, including planning events and/or exhibiting at external events

Compliance with Policies and Procedures

- Keep accurate and up to date records in line with BfN Information Governance policy, BfN Code of Conduct and relevant Paths for All policies
- Ensure compliance with BfN policies, including the BfN Equality & Diversity Policy, Health and Safety, Safeguarding and BfN Code of Conduct, and relevant Paths for All and NHS Lothian policies
- Ensure that the team and service work in a way that supports equality and values diversity, which includes actions in relation to service users, volunteers, work colleagues, people in other organisations and members of the public
- Follow standard Health and Safety guidelines
- Ensure relevant risk assessments are maintained and undertake a proactive role in the management of risks in compliance with the Health and Safety at Work Act 1974 and subsequent legislation
- Support progression of Occupational Health requirements for volunteers are met
- Take care of own personal safety and that of others

Person Specification: Midlothian Volunteer Coordinator (Walk, Talk and Feed group)

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		✓
Knowledge of the local area and the specific issues that affect local residents	✓	
Understanding of how breastfeeding can help address inequalities	✓	
Understanding of issues of confidentiality when working with the public and volunteers	✓	

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	✓	