Job Description: Volunteer Coordinator

# Background of post

BfN has been commissioned by Shrewsbury & Telford NHS Trust to provide a volunteer led breastfeeding peer support service, to mothers across the Shrewsbury & Telford/Shropshire area.

The Volunteer Coordinator (VC) will lead on overall management and strategic development for the project ensuring KPI’s are met and the project is monitored, evaluated and reported upon. The VC will work closely with the BfN Programme Manager and NHS service lead to ensure the service fits the changing local services. The VC will develop a continuity plan, referral pathways, and partnership working with a focus on working alongside the NHS Infant Feeding Team. The VC will ensure service users and partners are consulted and engaged and volunteers feel supported and encouraged.

The VC will oversee the work of the Volunteers and BfN Tutor/Supervisor. The VC will look after the general day to day workings of the service including organising volunteer training, setting up new breastfeeding support groups, rotas, data collection, evaluation of services, planning and monitoring supervision attendance and writing/presenting reports to the commissioner.

The VC will be a key figure in attending and contributing in local groups;

* Infant Feeding service meetings
* Safeguarding Team meetings
* Maternity Voices Partnership

***The main aims of the service are to:***

Offer training, coordination and management of voluntary support to women establishing breastfeeding throughout the geographical area of Shropshire – Shrewsbury & Telford

The Breastfeeding Volunteer Peer Support Service will contribute to reducing health inequalities and improving health and wellbeing for families in Shropshire by

* promoting breastfeeding initiation and sustainment.
* Supporting women to initiate and sustain breastfeeding.
* Contributing to increasing the number of women who are breastfeeding exclusively for 6 months.
* providing support for healthy eating habits and a wider ambition to reduce childhood obesity
* Supporting the raising of public awareness of breastfeeding.

Remits of the roles are described as follows:

## To develop a sustainable and flexible Breastfeeding Volunteer Support Service made up of Breastfeeding Volunteers.

## Complete BfN Peer Support Training and maintain BfN registration

* Day-to-day coordination of volunteers
* Recruitment of trainees
* Nurture and ensure retention of volunteers
* Promotion of volunteer opportunities, including growing the volunteer network across the Shrewsbury & Telford area
* Coordinate/book/monitor the training of volunteers – including induction, mandatory training and DBS completion.
* Alongside the local Tutor, coordinate/book the Supervision of volunteers and encourage attendance
* Evaluate the service and make recommendations/take action to improve where necessary
* Produce monthly reports for the commissioner providing both quantitative and qualitative evidence
* Develop and maintain the social media presence for the volunteer service
* Help to develop required resources such as online videos, online downloadable resources.
* Attend Supervision and mandatory training to maintain BfN registration
* Support the promotion of a Breastfeeding-friendly Shropshire

# Main duties

**Leadership:**

* To be responsible for coordinating the work of a team of BfN Registered Volunteers and trainees in Telford & Shrewsbury, taking responsibility for the overall management, leadership and success of BfN voluntary work.
* Take responsibility for ensuring that volunteers are appropriately trained, developed and supervised to enable them to provide breastfeeding support to local mothers
* Liaise with local partners and community venues to organise training courses and group supervision sessions. Identify and book appropriate venues/facilities oversee the completion of all required steps to enable trainees to be registered as volunteers upon completion of the training course (e.g. references, DBS checks etc.)
* To plan, organise, and facilitate a breastfeeding support service within local districts to include local community drop-in groups.
* Develop standard operating procedures for volunteers to promote prompt signposting or referral to partner NHS staff, health or social care services to ensure any families requiring additional support or have multiple needs are referred or signposted promptly. Overseeing that referral and signposting of women with more complex breastfeeding issues is appropriate
* Deliver key performance indicators, as set by the BfN and the commissioner, to timescales outlined.
* Participate effectively in meetings with the commissioner and health professionals where necessary
* Communicate key practical breastfeeding messages in a clear, persuasive and empathetic manner.
* Develop a continuity plan and referral pathways
* Develop partnerships by engaging and communicating with other organisations and community members, some of whom may have barriers to understanding health messages.
* Ensure the service will uphold the principles of community development and participation.
* Ensure service user feedback is sought and that local women can play a part in helping develop the service we run.
* Ensure there are clear pathways for managing safeguarding and social care issues and links to appropriate leads.
* Work with Volunteers to develop online resources to aid mothers to access information about breastfeeding

**Project Management**

* Be accountable for ensuring performance targets, set by BfN and the commissioner, are met.
* Evaluate the effectiveness of the project.
* Be accountable for overall management and monitoring of budgets.
* Compile reports for steering groups and key partners as required, including activity reports of volunteers and staff.
* Ensure compliance with BfN policies, BfN Code of Conduct and relevant Breastfeeding policy.
* Ensure the service will integrate a family focussed approach to further promote breastfeeding.

## Analysis and data management

* Set up communication systems, information sharing agreements and referral processes with the Shrewsbury & Telford NHS Trust to establish good working relationships and enable timely access for mothers to receive peer support.
* 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.
* Use shared files/cloud based systems to share information with colleagues.
* Responsible for compiling and submitting reports to the DCHS service lead and BfN Programme Manager as per the contract.

**Equality and Diversity**

* Ensure that the team understands and implements the BfN Equality and Diversity Policy
* Ensure that the team work in a way that supports equality and values diversity. This responsibility includes 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
* 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
* Develop risk assessments for activities where necessary

**Personal**

* Register and Maintain registration with BfN with regular supervision and continuing professional development. Clear DBS and mandatory training to be kept up to date.

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 reasonably be requested.

Please read the Job Description and Person Specification carefully and refer to it when completing your application form and supporting statement. You must demonstrate how you meet the criteria on your application form.

Person Specification:

**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.**

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| **Qualifications** | **Essential** | **Desirable** |
| Accredited qualification as a BfN Breastfeeding Peer Supporter (or equivalent relevant qualification from a Breastfeeding Organisation)  Continuous Breastfeeding Helper Registration with The Breastfeeding Network (BfN) since qualification and have had at least minimum supervision required from your named supervisor Breastfeeding Supporter  Registration with the BfN or be currently in training to become a Breastfeeding Supporter, or be prepared to sign up to the next Breastfeeding Supporter training course  Show evidence of continued professional development since qualification |  |      |
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| **Experience and Knowledge** | **Essential** | **Desirable** |
| Experience of supporting mothers face to face with breastfeeding  Experience of working as a volunteer offering breastfeeding support in a variety of settings  Experience of managing volunteers  Experience of working with diverse ethnic and social groups  Knowledge of BfN, its Code of Conduct, 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  Knowledge of the local area and the specific issues that affect local residents  Experience of evidence-based evaluation |            |        |
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| **Skills and Abilities** | **Essential** | **Desirable** |
| Excellent leadership skills including the ability to motivate and manage a team  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 prioritisation and time management skills  The ability to motivate others when problems arise through positive communication and working together to find solutions to problems  Ability to keep the confidentiality of the mothers and their families  Ability to maintain an appropriate level of volunteer confidentiality  Strong budget management skills  IT skills (Word, Excel, cloud based sharing, email and internet)  Ability to research evidence-based information  Ability to evaluate data and use the results to write high quality reports  A Can-Do attitude and ability to find solutions |                            |  |
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