

Job Code: BfN2022/40

Job Description:

Volunteer Coordinator (Stoke on Trent)

Background of post

BfN has been commissioned by Stoke on Trent City Council to provide Volunteer led breastfeeding peer support services, to mothers across the city.

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 council and local volunteers to ensure the service fits the changing local services. The VC will develop a continuity plan, referral pathways, and partnership working with Healthcare Professionals. The VC will ensure service users and partners are consulted and engaged.

The VC will oversee the work of the local Volunteers and BfN Tutor/Supervisor and will look after the general day to day workings of the service including volunteer rotas, data collection, reporting and launching new breastfeeding drop in group.

The VC will be a key figure in attending and contributing to local groups/meetings.

The main aims of the service are to:

Offer coordination and management of voluntary support to women establishing breastfeeding throughout the geographical area of Stoke on Trent.

The Breastfeeding Peer Support Volunteer Service will contribute to reducing health inequalities and improving health and wellbeing for families in the area by promoting breastfeeding initiation and sustainment.

- Training volunteers to become Breastfeeding Peer Supporters
- Supporting women to initiate and sustain breastfeeding.
- Supporting the raising of public awareness of the benefits of 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

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

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 and retention of trainees
- Working with a BfN Tutor to coordinate training sessions

- Nurture and ensure retention of volunteers
- Promotion of volunteer opportunities, including growing the volunteer network across the Stoke on Trent 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 Stoke on Trent

Main duties

Leadership

- To be responsible for coordinating the work of a team of BfN Registered Volunteers and trainees in Stoke on Trent.
- 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 (community drop-in groups) within local districts.
- 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
- Take responsibility for the overall management, leadership and success of BfN voluntary work.
- Deliver key performance indicators, as set by the BfN and the commissioner, to timescales outlined.
- Participate effectively in meetings with Stoke on Trent City Council and local health professionals where necessary.
- Communicate key practical breastfeeding messages in a clear, persuasive and empathetic manner.
- Develop a continuity plan.
- Develop partnerships by engaging and communicating with other organisations and community members.
- 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 commissioners, 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 Network policies.
- 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 partners 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 Stoke on Trent City Council 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.

Person Specification: Volunteer Coordinator (Stoke on Trent)

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
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		✓

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 managing a team	✓	
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	✓	
Knowledge of the local area and the specific issues that affect local residents		✓
Experience of evidence-based evaluation		✓

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	✓	

Skills and Abilities	Essential	Desirable
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	✓	