

# Job Description: Scottish Volunteer Development Officer for National Breastfeeding Helpline (Maternity Cover)

## Background of post

This is a flexible, part time, home based role, working as part of the small National Breastfeeding Helpline team, who are also all home based. The role is varied, and involves managing volunteers as well as promoting the helpline throughout Scotland. This role is key to the organisation as we strive to reach more families in Scotland to make them aware of the support is offered by the Helpline; as well as the training and development volunteering opportunities available.

## Main duties

- To help promote the National Breastfeeding Helpline to families and health professionals across Scotland.
- To help manage and develop the online training courses for volunteers.
- To co-ordinate coverage of National Breastfeeding Helpline (NBH) and BfN Supporterline by Registered Breastfeeding BfN Supporters in Scotland
- To ensure that contact details and telephone numbers of Supporters in Scotland are kept up to date
- To motivate and support helpline volunteers in Scotland who cover NBH and BfN Supporterline
- To help increase the number of calls received from Scottish callers.
- To organise two study day events in Scotland for volunteers per year.
- Promote and market the National Breastfeeding Helpline to families and health professionals in Scotland through: identifying, attending and speaking at relevant events and conferences; working with healthcare professionals and local authorities to identify opportunities to promote the helpline through children's centres and using social media
- Identify all Supporters in the specified region
- Contact all Supporters individually and identify which days and times they can provide cover for Supporterline/NBH
- Register Supporters' details on the Virtual Call Centre
- Ensure that all contact details/telephone numbers are up to date and that the helpline is linked to their phone
- Organise a rota to provide cover for Supporterline/NBH
- Identify Supporters who can provide back up for Supporterline/NBH in case of emergencies
- Be available for Supporters to contact if there are any difficulties with remaining on the rota
- Receive regular feedback from NBH Manager on phone line coverage and deliver feedback to Supporters
- Report any concerns raised by Supporters to the NBH management team
- Maintain regular monthly contact with Supporters to offer support and feedback
- Take part in monthly telephone conference with other HVCs and NBH Manager
- Attend yearly Away Day with other HVCs and NBH Manager
- Provide statistical information as and when required by Directors, colleagues or local projects.

- Attending and/or presenting to relevant groups and conferences about the Helplines as and when required.
- Assist with researching and organising suitable speakers for study days and webinars.
- Use initiative to come up with suitable, low cost ideas and incentives to motivate, thank and encourage volunteers to take helpline calls.
- Sending certificates, badges and other incentives/awards to volunteers on a regular basis.
- Conduct informal exit interviews with volunteers who are leaving (where possible) and collate useful feedback to help improve the service we offer.
- Periodically assist with admin for new training courses.
- Assist with reviewing and updating helpline policies and guidelines on an annual basis

#### **Additional responsibilities**

- Network with HVC sin other regions
- Abide by the policies of the BfN with regards to Health and Safety, Fire Policy, Child Protection, Safe Home visiting, Lone Worker Policy, Confidentiality, Data Protection and any new policies which come into use.
- Attending annual updates
- To follow BfN Code of Conduct
- If a current BfN volunteer, maintain registration with BfN with regular supervision and continuing professional development

# Person Specification: Scottish Volunteer Development Officer for National Breastfeeding Helpline (Maternity Cover)

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
Currently registered as a BfN Helper or Supporter		✓

Experience and Knowledge	Essential	Desirable
Currently living in Scotland	✓	
Strong knowledge of BfN	✓	
Experience of volunteering with BfN		✓
Experience of volunteering on Supporterline/NBH		✓
Experience of working with diverse ethnic and social groups		✓
Experience of public speaking and presenting		✓
Experience or good understanding of using online learning programmes either as a learner or developer		✓
Experience or good understanding of marketing and communications activities		✓
Knowledge of importance and application of the BfN Code of Conduct	✓	
Knowledge of the BfN Equality and Diversity Policy	✓	

Skills and Abilities	Essential	Desirable
Ability to speak and write fluently in English	✓	
Ability to communicate effectively and accurately in a variety of ways (telephone, email, text, public speaking) with people at different levels	✓	
Ability to interpret numerical data	✓	
Ability to organise and manage work independently	✓	
Ability to work effectively as part of a 'virtual' team	✓	
Ability to facilitate effective teleconferences	✓	
Ability to work with people from different cultures sensitively	✓	
Ability to keep the confidentiality of volunteers	✓	
IT skills including Word and Excel, email and internet use	✓	
Ability to maintain records and write reports	✓	
Awareness and commitment to equal opportunities	✓	

## Role specific

- This is not a typical team, or a typical role so an ability to work independently is key, as is flexibility and adaptability.
- There may be a requirement to travel to events when circumstances allow.