Job Description: Hospital Volunteer Coordinator Telford & Wrekin Start for Life

**Background of post**

The Breastfeeding Network have been awarded funding by Telford and Wrekin Council under the Start for Life programme to expand the current breastfeeding peer support service. We are looking to recruit a Volunteer Coordinator to oversee, engage and motivate volunteer peer supporters at Princess Royal Hospital, Telford. The project aims to enable those families who choose to breastfeed to access appropriate support regardless of age, ethnic origin, beliefs, sexual orientation, social status and employment status.

This post is funded until March 2024, with potential to extend to March 2025. Some evening working will be required in this role.

**Main duties**

The Volunteer Coordinator will report to the BfN Service Manager and liaise with local BfN staff and volunteers. There will be a need for a high level of collaboration and partnership working with the Service Manager, Community based Volunteer Coordinator, Shrewsbury & Telford Hospital Trust, including the infant feeding lead and volunteering department, our public health colleagues at the council, the Start for Life team, and other third sector organisations linked to delivery of infant feeding peer support in the area.

The Hospital Volunteer Coordinator will work alongside the service manager to develop the in-hospital volunteer programme. This will focus on providing support to families on the postnatal ward and ensuring feeding gets off to the best start. Signposting to community resources so families can access support when leaving hospital will also be key. There may also be the opportunity to support the community groups, antenatal education classes and workshops.

**Leadership and activities**

* To be responsible for coordinating a team of BfN-registered volunteers and trainees in Telford & Wrekin and oversee the workings of the volunteer aspect of the service, working with the postnatal ward manager and infant feeding team to enhance the service provided at the hospital.
* Be a key leader in volunteer recruitment and retention - ensuring volunteers feel valued, supported and encouraged.
* Take responsibility for ensuring that volunteers are appropriately trained, developed and supervised to enable them to provide quality breastfeeding support to local families alongside the commissioned peer support service.
* Play an integral role in the day-to-day planning/monitoring of volunteer and peer supporter schedules including working alongside Tutors and Supervisors to plan and monitor supervision attendance.
* Work with the team to help develop online resources to aid mothers to access information about breastfeeding.
* Deliver key performance indicators, as set by the BfN and the commissioner, to timescales outlined.
* Work with the local Service Manager and other staff to develop, manage and monitor social media platforms including Facebook, Instagram and Twitter to reach as wide an audience as possible and advertise the group sessions and peer support available locally.

**Analysis and data management**

* Gather and evaluate feedback from service users.
* Keep accurate and up to date records in line with BfN Information Governance policy and BfN Code of Conduct.
* Support the Service Manager to prepare reports by submitting data in a timely fashion.
* Assess the effectiveness of the group using a range of qualitative and quantitative data from a variety of sources.

**Equality and Diversity**

* Ensure that staff and volunteers understand and implement the BfN Equality and Diversity Policy
* Ensure that staff and volunteers work in a way that supports inclusion and values diversity. This responsibility includes actions in relation to service users, volunteers, work colleagues, people in other organisations and members of the public.
* Consider ways to remove barriers to accessing support, especially for families from diverse backgrounds and where English is not their first language

**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.

**Personal**

* Maintain registration with BfN with regular supervision, mandatory training and continuing professional development

*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 be reasonably be requested.*

Person Specification: Hospital Volunteer Coordinator Telford & Wrekin Start for Life

**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** |
| Registered as a Breastfeeding Helper or Supporter with The Breastfeeding Network (BfN) and have had at least minimum supervision required to retain registration from your named supervisor since qualification |  |  |
| Completed recognised and accredited breastfeeding peer support training |  |  |
| Show evidence of continued professional development and ongoing learning |  |  |
| Educated to degree level or equivalent experience |  |  |

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| **Experience and Knowledge** | **Essential** | **Desirable** |
| Experience of supporting families face to face with breastfeeding |  |  |
| Experience of working as a volunteer with BfN offering breastfeeding support in a variety of settings |  |  |
| Experience of working with diverse ethnic and social groups |  |  |
| Knowledge of BfN, its ethos, 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 presenting to a group of people online or face to face |  |  |
| Experience of multi-agency partnership working  Experience of leading and motivating a team |  |  |
| Knowledge of the Infant Feeding culture in Telford & Wrekin and the specific issues that affect families |  |  |

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| **Skills and Abilities** | **Essential** | **Desirable** |
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| Excellent active listening skills |  |  |
| Ability to work effectively with all colleagues, mothers, members of the community 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 project management, prioritisation and time management skills |  |  |
| Experience of management of social media accounts such as Facebook, Instagram and Twitter and software to create posts |  |  |
| Experience of arranging and hosting virtual meetings via Zoom, Teams etc |  |  |
| IT skills (Word, Excel, Outlook, shared documents, video calling software – Zoom, Teams and Internet) |  |  |
| Ability to research evidence-based information |  |  |
| Ability to evaluate data and present stats in a written format |  |  |
| A space to work at home with reliable, secure internet access |  |  |
| ‘Can-do’ attitude and evidence of delivering results |  |  |
| Ability to travel frequently within the local area and perhaps further afield to attend seminars, conferences and training |  |  |