Job Description:
Service Manager (Portsmouth)

# Background of post

The Breastfeeding Network is commissioned by Home Start Portsmouth to work as part of a consortium with The Parenting Network to deliver the Family Hub Transformation and Start for Life programme. The Breastfeeding Network will continue to deliver a breastfeeding peer support service to meet the Infant Feeding work stream of the overall service. This includes peer support at community and online groups and contacting breastfeeding parents by phone within 48-72 hours following a home birth or discharge from hospital/birth centre, following agreed data sharing protocols. We are currently expanding the service with paid peer supporters to offer 1-1 intensive support to deliver both a universal and targeted support service.

https://www.breastfeedingnetwork.org.uk/project/portsmouth

The BfN are commissioned to deliver training and supervision to provide a service that is well integrated and complements the work of statutory and other relevant services. The post holder will be the key contact for BfN and local stakeholders, with support from BfN Programme Manager. The post holder will be expected to work independently, working closely with the Volunteer Coordinator and Administrator to support and develop the service.

# Main duties

The Service Manager role will deliver and develop the commissioned service, managing a small staff team to meet the peer support breastfeeding service objectives and whom work together to support the wider volunteer team, ensuring they are an integral part of the overall service. We are looking for someone to continue the excellent partnership working between the BfN breastfeeding service and local partners.

**Leadership and activities**

* To be responsible for delivering and developing the current service in line with the service level agreement
* Setting up new initiatives as agreed with Programme Manager and commissioners.
* Take responsibility for ensuring that staff and volunteers are appropriately supported, trained and developed to enable them to provide breastfeeding support in accordance with BfN’s policy and practice
* Recruit staff as required and provide ongoing support and management, including carrying out 1:1 meetings and annual appraisals and other central staff processes.
* To recruit, manage and engage a team of BfN registered volunteers.
* Line manage and work with a BfN tutor to recruit and train a diverse mix of local women and breastfeeding parents that reflect local communities to train as peer supporters.
* Line manage and work with local BfN Supervisors to ensure delivery of regular supervision and training sessions
* Work with the consortium lead to ensure the service objectives and outcomes are met, working closely with and reporting to BfN Programme Manager
* Participate effectively in meetings with BfN colleagues, partner organisations and health professionals as necessary.
* Communicate the service and the role of breastfeeding and peer support in a clear, persuasive and empathetic manner to support public engagement information
* Develop partnerships by engaging and communicating with other organisations, postnatal wards and community groups, some of whom may have barriers, such as language or cultural barriers, to accessing peer support.
* Evaluate the impact of the service on service users and volunteers and ensure feedback informs development and service design.
* Develop and expand face to face 1-1 specialist support, online and virtual methods of supporting families and the use of technology in local support
* Identify and support new funding sources and projects that meet BfN strategy, working closely with BfNs Programme Manager
* Support Programme Manager and wider BfN team to support other national and local work, such as local tender opportunities.

**Project Management**

* Be accountable for ensuring performance targets set by BfN and commissioners are met.
* Be accountable for monitoring of the project budgets working with the BfN finance team.
* Be accountable for overall team management
* Keep project information, data collection tools and other records up to date
* Compile quarterly and annual reports to partners as required, including activity reports of volunteers and staff.
* Ensure compliance with BfN policies, BfN Code of Conduct and relevant Infant Feeding and other local policies.
* Work with team members to manage local social media accounts, especially Facebook and Instagram pages used for supporting families.
* Ensure there are clear pathways for managing IG and Safeguarding issues and ensuring BfN and local processes are followed.

**Analysis and data management**

* Maintain and develop communication systems, information sharing agreements and referral processes with the local stakeholders to continue good working relationships.
* Supervise data management including data entry, data collection, data manipulation and data and word processing.
* Assess and evaluate the effectiveness of the service using a range of qualitative and quantitative data from a variety of sources that may conflict.
* Ensure robust service data collection, evaluation, analysis for reporting purposes and to inform future work.
* Responsible for compiling and submitting reports to commissioners and BfN within timescales requested.
* Develop resources to actively promote breastfeeding peer support, peer support training and support to reach all families across the borough
* Carry out tasks related to project management such as approving expenses for staff and volunteers, dealing with venue hire/invoices, recruitment etc.

**Equality and Diversity**

* Ensure that you, staff and volunteers understand and implement the BfN Equality and Diversity Policy and undergo BfN training in Diversity and Inclusion
* 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.
* Identify and remove barriers to accessing support, especially for families from diverse backgrounds and where English is not their first language
* Identify and develop targeted support services to reach groups least likely to engage with the offer of breastfeeding peer support in its current form– as determined through data collected by the service.

**Health & Safety**

* follow standard Health and Safety policies and 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 (if relevant) 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 requested.*

Person Specification: Service Manager (Portsmouth)

**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)  |  |  |
| Completed breastfeeding support training and committed **to transfer in for BfN registration** |  |  |
| Educated to degree level or equivalent experience |  |  |

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| **Experience and Knowledge** | **Essential** | **Desirable** |
| Experience of supporting mothers with breastfeeding |  |  |
| Experience of working as a volunteer with BfN (or other organisation) 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 and understanding of the value of peer support |  |  |
| 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 and/or volunteers |  |  |
| Experience of managing different projects |  |  |
| Knowledge of the local Infant Feeding culture and the specific issues that affect families across the geographical area |  |  |

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| **Skills and Abilities** | **Essential** | **Desirable** |
| Excellent leadership skills including the ability to motivate and manage a team of staff and volunteers |  |  |
| Excellent written and oral communication (active listening) 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 |  |  |
| Strong budget management skills |  |  |
| Familiarity with different social media platforms  |  |  |
| IT skills (Word, Excel, email, office 365 and internet) |  |  |
| Ability to research and communicate evidence-based information |  |  |
| Ability to evaluate data and use the results to compile reports |  |  |
| A space to work at home with reliable, secure internet access |  |  |
| Ability to travel around the local area covered by the service |  |  |