

# Job Description: Tutor – Training Delivery Team (Ad-Hoc)

## Background of Post

The Breastfeeding Network (BfN) is a Scottish registered charity that supports women, families and communities with evidence-based information and practical peer support, to help make a positive difference to breastfeeding women, parents and their families. Our vision is that families feel supported in their feeding choices and are able to breastfeed for as long as they choose.

BfN Tutors are central to our ability to provide high quality peer support services. They ensure that all our volunteers and peer support staff are trained to provide independent, evidence-based, breastfeeding peer support to parents and families. Tutors also work closely with Supervisors, as part of a team to support volunteers throughout their time with the Breastfeeding Network.

## Role Summary

Tutors are responsible for delivering the highest standards of BfN training, ensuring that the requirements of our accreditation body OCN (London) are met. They ensure that all trainees have a positive learning experience and are supported to complete their course. As well as delivering training, Tutors also play a key role in the registration of new volunteers, enabling them to start volunteering once their training is complete.

The Training Delivery Team will comprise of a small team of Tutors employed on fixed-term contracts, supported by Tutors working on an ad-hoc basis. Tutors report to the Training Team and Supervision Manager, who provides them with line management and ensures that they are supported to deliver consistently high standards of training.

## Main duties

### Training

- Deliver course sessions (online and/or in-person where appropriate), using the latest BfN lesson plans and course materials
- Deliver sessions according to time, as outlined on the lesson plans and agreed with your line manager
- Ensure that any reasonable adjustments are made for trainees that require additional support to access or complete the course
- Use the Moodle Learning Management software to support and deliver training
- Organise and deliver video calls using MS Teams or Zoom, in line with relevant guidelines and policies

- Monitor, assess and give constructive feedback on trainees' progress as evidenced by completion of their OCN Learner Assessment Log (LAL) or course assignments, highlighting any concerns about trainees' progress to your line manager
- Facilitate and record mandatory training, e.g. safeguarding, information governance, hand hygiene as required
- Ensure the prompt completion of all required steps throughout the course, to enable trainees to be registered as volunteers upon completion (e.g. references DBS/PVG checks, OCN registration and liaising with the Lead Internal Moderation Officer)
- Upon completion of a training course, ensure a prompt handover of trainees to the local Supervisor and Volunteer Coordinator/Service Manager

### **Marking, Assessing and Internal Moderation**

- Ensure that Learner Assessment Logs and assignments are marked in line with the latest benchmarks/other guidelines
- Ensure that work is assessed in a timely fashion, in accordance with timelines agreed with your line manager
- Work closely with the Lead Internal Moderation and Quality Assurance Officer to support the internal moderation of sampled LALs and assignments
- Take part in benchmarking and standardisation activities to establish standards for assessing work as part of the internal moderation team
- Support the internal moderation of other courses across BfN to ensure the maintenance of quality standards

### **Professional Development**

- Regularly take part in internal moderation of other courses as part of continual learning and development
- Attend mandatory Tutor CPD sessions on a regular basis, to stay up to date with any changes to training or other requirements
- Regularly attend study days and other events to ensure that breastfeeding knowledge remains up to date and based on current evidence

### **Planning, Organising and Communication**

- Maintain a good understanding of BfN Malpractice and Maladministration policies. Ensure that all reasonable steps are taken to avoid potential issues and to minimise both the impact on trainees and risk to BfN's direct claims status with OCN
- Check BfN emails on a regular basis, to stay up to date with any relevant changes or events
- Use approved methods of communication, such as MS Teams or social media to share information, in accordance with the latest guidelines
- Ensure that all relevant forms, including the Course Notification form, the Helper Enrolment Form, the Combined Form and the Internal Moderation Feedback Form are completed accurately, to the required deadline and are communicated to relevant colleagues
- Where required, liaise with local partners and community venues to organise training courses and identify and book appropriate venues/facilities, taking full consideration of trainee accessibility
- For Helpline Supporter and Supporter courses, liaise with the NBH Manager and Helpline Volunteer Coordinators before and during the course. Ensure that trainees are introduced to Coordinators and set up on the virtual call centre to make their recorded role plays
- Where required, support the recruitment of trainees for the course in line with BfN's Equality and Diversity Policy and relevant processes
- Ensure compliance with BfN policies on Equality and Diversity, Health and Safety, the Code of Conduct, Conflict of Interest, IT, Information Governance, Assessment and Internal Moderation Policies
- Ensure training complies with Baby Friendly Accreditation standards
- Provide regular updates on training to the Training Team and Supervision Manager, local Service Manager and Programme Manager, as required

- Complete timesheets or hours monitoring forms to track hours worked when required and ensure these are shared with your line manager
- Maintain personal membership and registration of the Breastfeeding Network

### **Analysis and Data Management**

- Provide feedback about any issues with training courses, training materials or assessment materials to the relevant staff
- Assess the effectiveness of training by asking trainees for feedback at regular intervals during the course and at the end of each course
- Collect and store data in line with GDPR and IG guidelines

### **Equality and Diversity**

- Ensure that trainees understand the BfN Equality and Diversity Policy
- Ensure that training and personal practice supports equality and values diversity
- Promote inclusion by reducing any barriers to training, maximising accessibility and making reasonable adjustments when required

### **Health, safety and conduct**

- Adhere to BfN Safeguarding Policies.
- Follow standard Health and Safety guidelines.
- Ensure activities take Health and Safety guidelines into consideration.
- Undertake a proactive role in the management of risks in compliance with the Health and Safety at Work Act 1974 and subsequent legislation, including:
  1. Undertaking risk assessments for venues chosen for sessions, in line with the BfN risk assessment process, remembering that trainees may be different to the existing users of the building (particularly as trainees may have younger children)
  2. Reporting all incidents, near misses and hazards in line with the BfN significant event reporting system
  3. Undertaking a statutory duty of care for your own personal safety (including completion of the BfN Homeworking Self-Assessment Form) and that of others
  4. Attending statutory health and safety training
  5. Attending all mandatory and any other health and safety training as required, and ensure paid helpers and volunteers meet these requirements

*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:

We expect applicants to have previous experience in

The following criteria will be used to help us assess candidates for this role

## Essential

- Qualified BfN Tutor
- Continued registration as BfN Tutor, attending supervision, study days and regular CPD events
- Experience of BfN volunteering, including on the National Breastfeeding Helpline
- An understanding of the importance of and a commitment to working with diverse ethnic and social groups
- Ability to work with people from different cultures sensitively
- Awareness of and commitment to equal opportunities
- Ability to write clearly and concisely in English
- Ability to attend closely to detail when assessing work, keeping records and writing reports
- Experience of providing clear and constructive feedback
- Ability to select the most appropriate method of communication (i.e. telephone or email) to convey complex or difficult messages
- Ability to organise and manage a variable workload independently
- Ability to work effectively within a partnership and as part of the wider BfN team
- Ability to collaborate constructively and diplomatically, in order to maintain quality and improve course standards
- Ability to maintain defined standards of confidentiality with regard to trainees and tutors
- IT skills including email, SharePoint, OneDrive, Microsoft Word and Excel, Moodle, MS Teams and Zoom to intermediate standard
- Knowledge of importance and application of the BfN Code of Conduct
- Knowledge and understanding of the BfN Malpractice and Maladministration policies
- Knowledge and application of the BfN Information Governance policy
- Knowledge of and compliance with the BfN IT policy
- Knowledge of the BfN Equality and Diversity Policy
- Knowledge and understanding of BfN assessment and Internal Moderation procedures

## Desirable

- Teaching qualification or experience
- Experience of working with diverse ethnic and social groups