**Job Description: Volunteer Coordinator Reading**

**Background of Post**

BfN has been newly commissioned by Berkshire Healthcare NHS Foundation Trust to provide a high-quality peer support programme for those whom breastfeed in Reading with an aim to contribute to an increase in the numbers of women who initiate breastfeeding and continue to breastfeed for as long as they wish.

**Role Summary**

The Volunteer Coordinator (VC) will oversee, engage and motivate volunteer peer supporters to deliver breastfeeding support in groups across Reading and via online and social media platforms. They will coordinate the day to day workings of and evaluation of the service.

# **Main duties**

Leadership

* To be responsible for coordinating a team of BfN-registered volunteers and trainees in Reading.
* 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.
* Play an integral role in the day-to-day planning/monitoring of volunteer work schedules.
* Work with Volunteers to help develop online resources to aid mothers to access information about breastfeeding.
* Develop and maintain the social media presence for the volunteer service.
* Deliver key performance indicators, as set by the BfN and the commissioner, to timescales outlined.
* Support the promotion of a Breastfeeding-friendly Reading.

Project Management

* Liaise with Programme Manager, BfN Training Team, local partners and community venues to organise training courses. Identify and book appropriate venues/facilities and 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.)
* Work closely alongside local Supervisors to plan and monitor Supervision attendance.
* 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.
* Be a key figure in attending and contributing to relevant local groups/meetings.
* Develop partnerships by engaging and communicating with other organisations and community members.

Analysis and data management

* Play an integral role in data collection, monitoring and reporting of volunteer activity – collating both quantitative and qualitative evidence.
* Evaluate the volunteer service and make recommendations/take action to improve where necessary.
* Compile reports for commissioners, steering groups and key partners as required.
* Ensure compliance with BfN policies and BfN Code of Conduct.
* Use shared files/cloud based systems to share information with colleagues.

Equality and Diversity

* Ensure that the volunteer 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 and 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 be reasonably requested.*

Person Specification:

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

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| Essential |
| * Breastfeeding Network registration at Helper level. (or equivalent qualification from a recognised Breastfeeding Organisation). * Evidence of continued professional development since qualification. * Evidence of continued Supervision attendance since qualification. * 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. * Excellent leadership skills including the ability to motivate and manage a team * Excellent active listening skills. * Ability to work effectively with all colleagues, families and health care 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. * Ability to maintain confidentiality. * Ability to motivate others. * Ability to evaluate data and use the results to write high quality reports. * Ability to research evidence-based information. |

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| Desirable |
| * Breastfeeding Network registration at Supporter level. (or equivalent qualification from a recognised Breastfeeding Organisation). * Experience of working as a volunteer offering breastfeeding support in a variety of settings. * Experience of managing volunteers. * Experience of working with diverse ethnic and social groups. * Knowledge of the local area and the specific issues that affect local residents. * Experience of evidence-based evaluation. |