Job Description: Deputy Coordinator – Islington

# Background of post

# The Breastfeeding Network (BfN) has been funded by the London Borough of Islington Public Health since 2007 to provide a breastfeeding peer support service. Islington commissions the BfN to provide a universal peer support service supporting pregnant women and mothers across the borough. Islington’s community health services have full UNICEF Baby Friendly Initiative accreditation and the breastfeeding support service is an important part of this accolade.

# Support is provided by a team of staff and volunteers through a daily presence on the postnatal wards at both UCL and Whittington Hospitals, follow up telephone support on hospital discharge, an ongoing telephone support service, weekly drop in groups and clinics in Children’s Centres and Health Centres around the borough, and scheduled home visits, as well as through other events and activities wherever opportunities arise. The project aims to ensure those women who choose to breastfeed have access to appropriate support regardless of age, ethnic origin, beliefs, sexual orientation, social status and employment status.

# Working on opposing days to the Service Manager, the Deputy Coordinator works independently to support the staff and volunteer teams and ensure the smooth running of the service, with particular responsibility for managing volunteers, as well as providing some telephone support to parents and health professionals.

# Main duties

The Deputy Coordinator will deputise for the Service Manager and be a key contact for BfN staff, volunteers and local stakeholders, playing a role in the reporting and development of the service. The post holder will be expected to work independently, with support from Islington Service Manager.

The Deputy Coordinator will play a key role in engaging and motivating volunteer peer supporters within the team, and ensuring peer supporters represent different communities that live in Islington.

* To deputise for the Service Manager
* To assist in the coordination of the training, supervision and management of a team of Accredited Peer Supporter workers, volunteers and trainees in the Islington area, including UCLH and Whittington hospitals.
* Liaising with partners and local stakeholders in order to support ongoing development and implementation of peer support.
* To oversee the hospital volunteer recruitment processes and be a contact point with voluntary services at local hospitals.
* To promote the Breastfeeding Network service / peer support amongst the community.
* To organise, monitor and evaluate the work of the accredited volunteer peer supporters including those in training, across the area.
* Organising or delegating the set-up of rotas for paid team and the volunteer team.
* Being a point of contact for volunteers if any issues arise.
* To work with the BfN Supervisor and Central Team to ensure volunteers are registered and have completed mandatory training and DBS checks as required
* To produce reports on volunteer activity etc. as required for reporting purposes and support evaluation.
* Keep accurate and up to date records in line with BfN Information Governance policy and BfN Code of Conduct.
* To work within the BfN’s Code of Conduct and policies.

**Leadership:**

* Liaising and cooperating with community IFC, Children’s Centres, Health Visiting and Midwifery teams across the borough in order to contribute to the achievement of the UNICEF Baby Friendly Initiative (BFI)
* Liaising with UCLH and Whittington hospital IFCs and midwifery to maintain and develop process for hospital working/volunteering
* Support, encourage and motivate volunteers in volunteering, community awareness and other activities.
* Support the paid team and the volunteers to ensure appropriate referral and signposting for more complex breastfeeding issues.
* Organise the work of volunteers in consultation with local stakeholders and BfN Service Manager.

**Project Management:**

* Oversee and support with compliance with BfN and hospital policies.
* Support development and implementation of processes for data collection and reporting
* Support Service Manager with Scheduling paid and volunteer team
* Support Service Manager with Maintaining information on Annual Leave

**Analysis and data management**

* Support the Service Manager in developing data collection and evaluation processes
* Support the Service Manager in report writing, and providing evidence for reports when required, alongside the admin team.
* Provide data to BfN and commissioners in a timely manner as required.
* Keeping an accurate database of contact details, training and activities of all volunteers.

**Equality and Diversity**

* Ensure compliance with BfN policies on Equality and Diversity.
* To carry out your duties in a way that supports equality and values diversity. This responsibility includes your actions in relation to service users, volunteers, work colleagues, people in other organisations and members of the public.
* Ensure that the volunteers work in a way that supports equality and values diversity.

**Health & Safety**

* Follow standard Health and Safety guidelines
* Ensure activities take Health and Safety guidelines into consideration
* In compliance with the Health and Safety at Work Act 1974 and subsequent legislation the post holder is required to undertake a proactive role in the management of risks in all their actions including:
	+ Undertaking risk assessments in line with the BfN risk assessment

process.

* + Reporting all incidents, near misses and hazards in line with the BfN.
	+ Significant event reporting system.
	+ Undertaking a statutory duty of care for your own personal safety and

that of others.

* + Attending statutory health and safety training.
	+ Attending all BfN mandatory and any other health and safety training as required and ensure BfN volunteers in the specified area, meet these requirements.

**Freedom to Act**

The post holder is guided by precedent and clearly defined occupational policies, protocols, procedures or codes of conduct. Work is managed rather than supervised and results and outcomes are assessed at agreed intervals.

The post holder must:

* Work independently to deliver activities and actions within defined strategies
* Plan own work objectives in line with BfN objectives using initiative and acting independently.

Person Specification: Deputy Coordinator

**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 / willing to transfer in as a Breastfeeding Helper or Supporter with The Breastfeeding Network (BfN) |  |  |
| Completed recognised/accredited breastfeeding support training |  |  |
| Advanced breastfeeding training or willing to undertake the next BfN Level 3 ‘Supporter’ training course |  |  |
| Show evidence of continued professional development and ongoing learning |  |  |

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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 breastfeeding organisation) offering breastfeeding support in a variety of settings |  |  |
| Experience of coordinating people and projects |  |  |
| Experience of managing/coordinating volunteers |  |  |
| Knowledge of the local Infant Feeding culture and the specific issues that affect families across the geographical area |  |  |
| Knowledge of BfN, its ethos, policies, procedures and commitment to its Code of Conduct |  |  |

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| **Skills and Abilities** | **Essential** | **Desirable** |
| Ability to speak and write fluently in English | ✓ |  |
| Ability to organise and manage work independently | ✓ |  |
| Excellent interpersonal and communication skills, including active listening | ✓ |  |
| Ability to work with people from different cultures sensitively | ✓ |  |
| Excellent organisational skills, including prioritisation and time management skills | ✓ |  |
| The ability to motivate others when problems arise through positive communication and working together to find solutions to problems | ✓ |  |
| Ability to maintain an appropriate level of confidentiality | ✓ |  |
| Experience of administrating and using social media | ✓ |  |
| Familiarity with different social media platforms (Facebook, Instagram, Twitter) | ✓ |  |
| IT skills (Word, Excel, email, office 365 and internet) | ✓ |  |
| Generally working from Bingfield Health Centre, but also having a space to work at home with reliable, secure internet access | ✓ |  |
| The ability to work in and travel frequently around the Islington area | ✓ |  |