Job Description: Helpline Volunteer Co-ordinator (HVC)

About the Breastfeeding Network

Founded in Scotland in 1997, the Breastfeeding Network (BfN) aims to be an independent source of support and information for all breastfeeding women, parents and others in the UK.

Our vision is a society where all mothers, parents and families are able to make informed decisions about breastfeeding, to access help when and how they need it and to become confident in their choices. Crucially, this also means all help and support offered to parents by BfN volunteers and employees is offered free from commercial interests and free of charge.

BfN work in partnership with the Association of Breastfeeding Mothers (ABM) to provide The National Breastfeeding Helpline. This is a helpline offering peer support to families 24 hours per day via phone, social media and webchat.

Background of post

The Helpline Volunteer Coordinator Post is a flexible, part time, home based role, working as part of the National Breastfeeding Helpline team, who are also all home based. The role is varied and involves managing volunteers who are based across the region. This role is key to the organisation as we strive to improve the volunteering experience for our helpline supporters and increase our call answer rates.

Main duties and work tasks

To coordinate coverage of National Breastfeeding Helpline (NBH) by engagement of Registered Breastfeeding Supporters in the specified region.

To ensure that contact details and telephone numbers of these Supporters are kept up to date and kept in accordance with GDPR regulations.

To induct and support volunteer Supporters in the specified region who cover NBH phone, webchat and social media support

To work closely with regional and remote supervisors to ensure helpline volunteers are able to access the supervision they need.

To register volunteers on the virtual call centre, induct them in how to use the system and provide technical support for helpline volunteers following this.

To help organise online study day or other events for volunteers.

To regularly contact all volunteers to celebrate achievement, support volunteer engagement and offer support to all volunteers in the region (monthly)

Be available for volunteers to contact if there any difficulties around any aspect of the helpline, including testing, abusive or emergency referral calls.

Receive regular feedback from NBH Manager on phone line coverage and deliver feedback to Supporters

Report any concerns raised by Supporters to the NBH management team

Take part in monthly telephone meetings with other HVCs and NBH Manager

Provide statistical information as and when required by Directors, colleagues or local projects.

Assist with researching and organising suitable speakers for study days and webinars.

Use initiative to come up with suitable, low cost ideas and incentives to motivate, thank and encourage volunteers to take helpline calls.

Sending certificates, badges and other incentives/awards to volunteers on a regular basis.

Conduct informal exit interviews with volunteers who are leaving (where possible) and collate useful feedback to help improve the service we offer.

Periodically assist with admin for new training courses.

Assist with reviewing and updating helpline policies and guidelines on an annual basis.

Work collaboratively with ABM BFCCs to support volunteering across the NBH.

Abide by the policies of the BfN with regards to Health and Safety, Fire Policy, Child Protection, Safe Home visiting, Lone Worker Policy, Confidentiality, Data Protection and any new policies which come into use

To follow BfN Code of Conduct

Person Specification:

What we are looking for

We are looking for a candidate enthusiastic about the NBH and supporting the fantastic volunteers who support Mums and families who call the helpline.

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

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| **Essential** |
| * A working computer with Microsoft Office software
* A space to work at home with secure and reliable internet access and telephone access
* Strong knowledge of BfN
* Experience of working with diverse ethnic and social groups
* Knowledge of importance and application of the BfN Code of Conduct
* Knowledge of the BfN Equality and Diversity Policy
* Ability to communicate effectively and accurately in a variety of ways (telephone, email, text, public speaking) with people at different levels
* Ability to interpret numerical data
* Ability to speak and write fluently in English
* Ability to organise and manage work independently
* Ability to work effectively as part of a ‘virtual’ team
* IT skills including Word and Excel, email and internet use
* Ability to maintain records and write reports
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| **Desirable** |
| * Currently living in the region (Scotland)
* Currently registered as a BfN Helper or Supporter
* Experience of volunteering with BfN
* Experience of volunteering on NBH
* Experience of public speaking and presenting
* Experience or good understanding of marketing and communications activities
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