Job Description: Volunteer Coordinator – Pan-London

# About the Breastfeeding Network

The Breastfeeding Network (BfN) was founded in 1997 with a focus on developing peer support training and support. BfN’s vision is a society where mums, parents and families are able to make informed decisions about infant feeding, to access help when they need it and to become confident in their choices. For a new mum or parent deciding how to feed their baby, talking to a trained volunteer who knows about breastfeeding can make a crucial difference. As well as being commissioned locally, BfN also manages and delivers the Drugs in Breastmilk Service and National Breastfeeding Helpline.

Across London we are commissioned to deliver accredited training courses for local mothers who wish to volunteer and join our team of peer supporters that offer infant feeding support to local families in a variety of ways, such as in the hospital and community, through in person 1-1 such as home visits and group support and via remote support such as phone, and social media.

# Background of post

We are recruiting to an exciting new role that works across our London services to support London-wide BfN volunteer peer supporters and highlight the amazing work they do for the charity.

The Volunteer Coordinator will be the main Volunteer Coordinator for Southwark-based volunteers with dedicated hours for this commissioned area as well as linking in with other local teams to support their work.

The postholder will work closely with the London Programme Managers to create and develop a Pan-London volunteer service. We are looking for someone who can work independently and as part of the team to contribute ideas and implement initiatives that will provide strategic oversight and improve practice for all aspects of volunteering for BfN across London.

# Main duties

The postholder will be a key role in supporting volunteer engagement with new Pan-London initiatives and adding value to the local peer support teams.

* To set-up new initiatives that deliver a Pan-London volunteer service
* To set-up and develop the Pan-London Social Media pages, creating content to highlight volunteering practice across London.
* To engage with different communities and organisations across London
* To support recruitment of volunteers and promote our accredited volunteer training courses across London
* Maintain records of volunteers across London, developing a system that complements local practice
* To assist in the coordination of London wide-volunteer team of peer supporters and trainees
* Evaluate training and volunteering across London to support development of practice.
* To promote the Breastfeeding Network services / peer support across London including on social media.
* To produce reports on volunteer activity etc. as required for reporting purposes
* Being a point of contact for volunteers, working with BfN Supervisors and central team, as required
* 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.
* To organise and set up Pan- London volunteer training sessions and celebrations/events such as during Volunteers Week

**The following duties will also apply mainly to Southwark service or for providing cover to other services:**

* To assist in the coordination of a team of accredited Peer Supporter Volunteers and trainees in the area
* To work with the BfN Supervisor and Central Team to ensure volunteers are registered and have completed mandatory training and DBS checks as required.
* Being a point of contact for volunteers to support them with training and supervision or other queries
* To work with volunteers in community and hospitals to create a rota for support and be a contact point for local partners
* To monitor and evaluate the work of the accredited volunteer peer supporters including those in training, across the area.

**Leadership:**

* Work in partnership with local service teams to consider best practice to deliver a Pan-London Volunteer Service
* Contribute to and implement strategic ideas and initiatives, with support from Programme Managers
* Organise the work of volunteers in consultation with BfN Deputy Programme Manager and community partners.
* Be first point of contact to engage and support volunteers (Southwark)

**Project Management:**

* Oversee and support with compliance of BfN policies.
* Support volunteer policy and processes to improve volunteer experience and practice.

**Analysis and data management**

* Collect data and evaluate service as required to support with securing future funding.
* Provide data to BfN and commissioners in a timely manner as required.
* Report writing, and providing evidence for reports when 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.
* Communicate key practical breastfeeding messages in a clear, persuasive and empathetic manner that meets the needs of diverse communities across London

**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.

*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:

What we are looking for

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

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| **Essential** |
| * Experience of volunteering
* Knowledge of the local infant feeding culture and the specific issues that affect families across the relevant geographical area
* Knowledge of BfN, its ethos, policies, procedures and commitment to its Code of Conduct (see website)
* Ability to speak and write in English
* Ability to follow established processes, organise and manage work independently
* Ability to work effectively as part of a team
* Ability to work independently, managing own workload.
* Excellent interpersonal and communication skills
* Ability to work with people from different cultures sensitively
* Ability to maintain an appropriate level of confidentiality
* Ability to motivate others when problems arise through positive communication and working together to find solutions to problems
* Knowledge and/or experience of IT skills including organising and hosting video calls, Microsoft SharePoint, Word and Excel and familiarity with different social media platforms (Facebook, Instagram etc)
* Ability to collect, collate and report on data
* Ability to work at home with reliable, secure, internet access.
* Awareness and commitment to equal opportunities
* Ability to work well with a range of health care professionals
* Ability to travel around the local area covered by the service.
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| **Desirable** |
| * Level 2 accredited Helper - peer support training with The Breastfeeding Network (BfN) Or equivalent peer support training and prepared to transfer into BfN
* Have had at least minimum supervision required from your named supervisor and/or show evidence of continued professional development and ongoing learning
* Experience of working as a volunteer with BfN (or other breastfeeding organisation) offering breastfeeding support in a variety of settings
* Experience of managing/coordinating people
* Experience of coordinating projects
* Based in London with good knowledge of the BfN commissioned areas London
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