

Job Description: Volunteer Coordinator Sandwell (Community Peer Support Service)

Background of post

BfN is commissioned by Sandwell & West Birmingham Hospitals NHS Trust and Sandwell Council's Start4Life to help them achieve higher breastfeeding initiation rates and higher breastfeeding prevalence at 6/8 weeks.

The aim of the BfN service in Sandwell is to help all new mothers to be able to consider breastfeeding as a realistic option and have skilled help from Peer Supporters in pregnancy, through birth, and into the postnatal period. In addition, BfN will be working to improve other local targets and contribute to reducing health inequalities and improving health and wellbeing for mothers, babies and families. The service works closely in close conjunction with the Birmingham City Hospital, Sandwell General Hospital and Sandwell Children's Centres.

The Volunteer Coordinator (VC) will oversee, engage and motivate volunteer peer supporters at the breastfeeding support groups/clinics in the Sandwell community, online at virtual groups/social media platforms and on postnatal wards at Birmingham City Hospital. They will work closely with the Service Manager, playing an integral role in the general day to day workings of the volunteer work schedules and data collection.

Main duties

Leadership

- To be responsible for coordinating a team of BfN-registered volunteers and trainees in Sandwell and oversee the workings of the volunteer aspect of the service.
- 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 alongside the commissioned peer support service.
- 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 Sandwell.

Project Management

- Liaise with Service Manager, BfN Tutors/Supervisors, 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 Tutors/Supervisors to plan and monitor Supervision attendance.
- Work closely alongside City Hospital's Infant Feeding and Volunteer teams to ensure smooth induction of volunteers to NHS volunteering and ensure the service fits the changing local services.
- Work closely with the Peer Support Service Manager and local HCPs to assess and develop continuity plans, referral pathways, and partnership working. Contribute to the development of 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, BfN Code of Conduct and relevant Breastfeeding Network policies.
- 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 reasonably be requested.

Please read the Job Description and Person Specification carefully and refer to it when completing your application form and supporting statement. You must demonstrate how you meet the criteria on your application form.

Person Specification:

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.

Qualifications	Essential	Desirable
Breastfeeding Network registration at Helper level. (or equivalent qualification from a recognised Breastfeeding Organisation)	✓	
Breastfeeding Network registration at Supporter level. (or equivalent qualification from a recognised Breastfeeding Organisation)		✓
Willing to participate on the next available BfN Supporters course (BfN Helpers only)	✓	
BfN Tutor/Supervisor qualification		✓
Evidence of continued professional development since qualification	✓	
Evidence of continued Supervision attendance since qualification	✓	

Experience and Knowledge	Essential	Desirable
Experience of supporting mothers with breastfeeding	✓	
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 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	✓	
Experience of managing people		✓
Knowledge of the local area and the specific issues that affect local residents		✓
Experience of evidence-based evaluation		✓

Skills and Abilities	Essential	Desirable
Excellent leadership skills including the ability to motivate and manage a team	✓	
Excellent active listening skills	✓	
Ability to work effectively with all colleagues, mothers and HCPs	✓	
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 skills	✓	
Ability to keep the confidentiality of the mothers and their families	✓	
Ability to maintain an appropriate level of volunteer confidentiality	✓	
Ability to motivate others when problems arise through positive communication and working together to find solutions to problems	✓	
A 'Can-Do' attitude and ability to find solutions	✓	
Ability to evaluate data and use the results to write high quality reports		✓
Ability to research evidence-based information	✓	