

Job Description: Volunteer Coordinator (North Middlesex Hospital)

Background of post

The Breastfeeding Network has been commissioned by North Middlesex hospital, to training, supervision and breastfeeding peer support in the hospital and community.

Main duties

The Volunteer Coordinator will work closely with the hospital Infant Feeding Coordinator, hospital voluntary services, and newly trained volunteers/trainees (recruited by each hospital) to enable them to offer peer support in the postnatal wards and at community groups. The Volunteer Coordinator will oversee, engage and motivate volunteer peer supporters across Haringey and Enfield that cover the North Middlesex hospital area. The Volunteer Coordinator will act as the main BfN point of contact, for volunteers and local partners, and will support development of the service. The post holder will work closely with, and be supported by, the BfN Programme Manager.

- To assist in the coordination of a team of accredited Peer Supporter Volunteers and trainees in the area
- 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 peer supporters.
- 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:

- Support, encourage and motivate volunteers in volunteering, community awareness and other activities.
- Support volunteers to ensure appropriate referral and signposting for more complex breastfeeding issues.
- Organise the work of volunteers in consultation with local stakeholders and BfN Programme Manager.
- Communicate key practical breastfeeding messages in a clear, persuasive and empathetic manner.

Project Management:

- Oversee and support with compliance with BfN and hospital policies.

Analysis and data management

- Support the Infant Feeding teams and commissioners in developing data collection and evaluation processes
- 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.

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: Volunteer Coordinator (North Middlesex Hospital)

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
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		✓

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	✓	

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	✓	
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	✓	
IT skills including organising and hosting video calls, Microsoft SharePoint, Word and Excel	✓	
Ability to collect, collate and report on data	✓	