

Job Description: Service Manager (Dorset)

Background of post

The Breastfeeding Network is commissioned by Public Health Dorset, to deliver a breastfeeding support service that is shared across 2 councils, Dorset council and Bournemouth, Christchurch and Poole (BCP) council, to support all Dorset mothers to breastfeed.

Then BfN are commissioned to deliver training and supervision to provide both and universal and targeted support service that is well integrated and complements the work of statutory and other relevant services. The post holder will be the key contact for BfN staff, volunteers and local stakeholders and will be expected to work independently, with support from BfN Programme Manager.

Main duties

The Service Manager role will deliver and develop the commissioned service, managing a small staff team that will include paid peer supporters, administrator, BfN tutor/supervisor roles, working together to support the wider volunteer team, ensuring they are an integral part of the overall service. We are looking for someone to build excellent partnership working between the BfN breastfeeding service and hospital and community health teams, infant feeding coordinators, children centres, family hubs, commissioners and other stakeholders.

Leadership and activities

- To be responsible for delivering and developing the current service and setting up new initiatives as agreed with commissioners.
- Take responsibility for ensuring that staff and volunteers are appropriately supported, trained and developed to enable them to provide breastfeeding support in accordance with BfN's policy and practice
- Recruit staff as required and provide ongoing support and management, including carrying out 1:1 meetings and annual appraisals and other central staff processes.
- To recruit, manage and engage a team of BfN registered volunteers.
- Offer infant feeding peer support as needed to families as part of a team of peer supporters.
- Line manage and work with a BfN tutor to recruit and train a diverse mix of local women that reflect local communities to train as peer supporters.
- Line manage and work with local BfN Supervisors to ensure delivery of regular supervision and training sessions
- Work with the BfN Programme Manager and Commissioner to ensure the service outcomes are met
- Participate effectively in meetings with BfN colleagues, partner organisations and health professionals as necessary.
- Communicate the service and the role of breastfeeding and peer support in a clear, persuasive and empathetic manner to support public engagement information
- Develop partnerships by engaging and communicating with other organisations, postnatal wards and community groups, some of whom may have barriers, such as language or cultural barriers, to accessing peer support.
- Evaluate the impact of the service on service users and volunteers and ensure feedback informs development and service design.

- Develop and expand the use of online and virtual methods of supporting families and the use of technology in local support
- Source and support funding application process, developing applications alongside BfN Programme Manager to develop and extend the service and BfN activities in the local area and across wider BfN work such as local tender opportunities.

Project Management

- Be accountable for ensuring performance targets set by BfN and commissioners are met.
- Be accountable for monitoring of the project budgets working with the BfN finance team.
- Be accountable for overall team management
- Keep project information, data collection tools and other records up to date
- Compile quarterly and annual reports to partners as required, including activity reports of volunteers and staff.
- Ensure compliance with BfN policies, BfN Code of Conduct and relevant Infant Feeding and other local policies.
- Work with team members to manage local social media accounts, especially Facebook and Instagram pages used for supporting families.
- Ensure there are clear pathways for managing IG and Safeguarding issues and ensuring BfN and local processes are followed.

Analysis and data management

- Maintain and develop communication systems, information sharing agreements and referral processes with the local stakeholders to continue good working relationships.
- Supervise data management including data entry, data collection, data manipulation and data and word processing.
- Assess and evaluate the effectiveness of the service using a range of qualitative and quantitative data from a variety of sources that may conflict.
- Ensure robust service data collection, evaluation, analysis for reporting purposes and to inform future work.
- Responsible for compiling and submitting reports to commissioners and BfN within timescales requested.
- Develop resources to actively promote breastfeeding peer support, peer support training and support to reach all families across the borough
- Carry out tasks related to project management such as approving expenses for staff and volunteers, dealing with venue hire/invoices, recruitment etc.

Equality and Diversity

- Ensure that you, staff and volunteers understand and implement the BfN Equality and Diversity Policy and undergo BfN training in Diversity and Inclusion
- Ensure that staff and volunteers work in a way that supports inclusion and values diversity. This responsibility includes actions in relation to service users, volunteers, work colleagues, people in other organisations and members of the public.
- Identify and remove barriers to accessing support, especially for families from diverse backgrounds and where English is not their first language
- Identify and develop targeted support services to reach groups least likely to engage with the offer of breastfeeding peer support in its current form– as determined through data collected by the service.

Health & Safety

- follow standard Health and Safety policies and 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

Personal

- Maintain registration with BfN with regular supervision (if relevant) and continuing professional development

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: Service Manager (Dorset)

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 as a Breastfeeding Helper or Supporter with The Breastfeeding Network (BfN)		✓
Completed breastfeeding support training and committed to transfer in for BfN registration	✓	
Educated to degree level or equivalent experience		✓
Show evidence of continued professional development and ongoing learning / supervision	✓	

Experience and Knowledge	Essential	Desirable
Experience of supporting mothers with breastfeeding	✓	
Experience of working as a volunteer with BfN (or other organisation) offering breastfeeding support in a variety of settings		✓
Experience of working with diverse ethnic and social groups		✓
Knowledge of BfN, its ethos, policies and procedures		✓
Knowledge and understanding of the value of peer support	✓	
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		✓
Experience of managing different projects		✓
Knowledge of the local Infant Feeding culture and the specific issues that affect families across the geographical area	✓	

Skills and Abilities	Essential	Desirable
Excellent leadership skills including the ability to motivate and manage a team of staff and volunteers	✓	
Excellent active listening skills	✓	
Ability to work effectively with all colleagues, mothers and health professionals	✓	
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 project management, prioritisation and time management skills	✓	
The ability to motivate others when problems arise through positive communication and working together to find solutions to problems	✓	
Strong budget management skills		✓
Familiarity with different social media platforms (Facebook, Instagram, Twitter)	✓	

Skills and Abilities	Essential	Desirable
IT skills (Word, Excel, email, office 365 and internet)	✓	
Ability to research and communicate evidence-based information	✓	
Ability to evaluate data and use the results to compile reports	✓	
A space to work at home with reliable, secure internet access	✓	
Ability to travel around the local area covered by the service	✓	