

Vacancy reference: BfN2023/14

# Job Description: Service Manager (Southampton)

## Background of post

The Breastfeeding Network is commissioned by Southampton City Council, Public Health, to deliver a universal breastfeeding peer support service across the area. This includes delivery of training, supervision and breastfeeding peer support in the hospital and community as well as implementing a scheme to welcome and support breastfeeding in public.

## Main duties

The Service Manager will lead on overall management and ongoing development of the service, manage the staff team and volunteers and oversee the programme of peer support training and supervision. The Service Manager role works closely with the Volunteer Coordinator to support the team, deliver and evaluate the service. We are looking for someone to continue excellent partnership working between the breastfeeding support service and health teams, children centres, commissioners and other stakeholders.

## Leadership and activities

- To be responsible for delivering and developing the service as outlined in the BfN contract, setting up new initiatives and processes as agreed with commissioners.
- Oversee management of referral processes for complex breastfeeding cases.
- Offer infant feeding peer support to families (as needed for cover) as part of a team of peer supporters.
- 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.
- Line manage and work with the Volunteer Coordinator to recruit and manage a team of BfN registered volunteers.
- 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 and Champions.
- 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.
- Develop partnerships by engaging with other organisations to communicate the role of breastfeeding peer support and increase access to peer support.
- Evaluate the impact of the service on service users, volunteers, health teams, and ensure feedback informs development and service design.
- Oversee the set-up and development of online and virtual methods of supporting families using technology and social media for local support

## **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 reports to BfN, commissioners and other partners as required.
- Ensure compliance with BfN policies, BfN Code of Conduct and relevant infant feeding and other local policies.
- Work with team members to set-up and manage local social media accounts 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.
- 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 (Southampton)

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
Educated to degree level or equivalent experience	✓	
Completed recognised/accredited breastfeeding support training		✓
Registered / willing to transfer in as a Breastfeeding Helper or Supporter with The Breastfeeding Network (BfN)		✓
Show evidence of continued professional development and ongoing learning within infant feeding		✓

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, procedures and commitment to its Code of Conduct	✓	
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	✓	
Ability to work effectively with all colleagues, service users and health professionals	✓	
Excellent written and oral communication skills for a variety of audiences	✓	
Excellent interpersonal skills, including listening skills, sensitivity to different perspectives, diplomacy and negotiating skills	✓	
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	✓	
Strong budget management skills	✓	

Skills and Abilities	Essential	Desirable
Familiarity with different social media platforms (Facebook, Instagram, Twitter)		✓
IT skills (Word, Excel, email, office 365 and internet)	✓	
Ability to evaluate data and use the results to write high quality reports	✓	
A space to work at home with reliable, secure internet access	✓	
Ability to travel around the local area covered by the service	✓	