

Job Description: Tutor

Main duties and responsibilities

Role Summary

The role of a BfN Tutor is key to ensuring that all of our volunteers and peer support staff are trained to provide independent, evidence-based breastfeeding peer support to parents and families. It is also very important that all training is delivered to a consistently high standard, to meet the requirements of our accreditation body OCN (London) and to ensure that all trainees enjoy a good learning experience while being supported to complete their course. Tutors also play a key role in the registration of new volunteers to enable them to start volunteering once their training is complete. Tutors work closely with supervisors as part of a team to support volunteers throughout their time with the Breastfeeding Network.

Training

- Deliver all Helper/Helpline Supporter/Supporter course sessions to time, as agreed by line manager and in line with the deadlines outlined in the Tutor handbook and support the delivery of Supervisor and Tutor training as required
- Ensure that any reasonable adjustments are made for trainees that require additional support to access or complete the course
- Ensure that all training materials used are the latest version from SharePoint
- Monitor, assess and give constructive feedback on trainees' progress as evidenced by completion of their OCN Learner Assessment Log (LAL) or course assignments, highlighting any concerns about trainees' progress to your line manager
- Facilitate and record mandatory training, e.g. safeguarding, information governance, hand hygiene as required
- Ensure the prompt completion of all required steps throughout the course to enable trainees to be registered as volunteers upon completion (e.g. references, DBS/PVG checks, OCN registration and liaising with the Lead Internal Moderation Officer)

Online courses

- Plan and deliver helper and/or supporter courses using the Moodle learning management system using standard BfN lesson plans and up to date course materials
- Organise and deliver video calls using MS Teams or Zoom in line with relevant guidelines and policies

Marking, assessing and Internal Moderation

- Ensure that Learner Assessment Logs and assignments are marked in line with tutor guidelines and within the required deadlines
- Work closely with the Lead Internal Moderation and Quality Assurance Officer to support the internal moderation of sampled LALs and assignments
- Take part in benchmarking and standardisation activities to establish standards for assessing
- Work as part of the internal moderation team to support the internal moderation of other courses across BfN to ensure the maintenance of quality standards
- Professional development
- Regularly take part in internal moderation of other courses as part of continual learning and development

- Attend mandatory tutor CPD sessions on a regular basis in order to stay up to date with any changes to training or other requirements
- Regularly attend study days and other events to ensure that breastfeeding knowledge remains up to date and based on current evidence

Planning, Organising and communication

- For Helpline Supporter and Supporter courses, liaise with the NBH Manager and Helpline Volunteer Coordinators before and during the course to ensure trainees are introduced to the Coordinators and set up on the virtual call centre in order to make their recorded role plays
- Maintain a good understanding of BfN Malpractice and Maladministration policies and ensure that all reasonable steps are taken to avoid potential issues and to minimise the impact on trainees and risk to BfNs direct claims status with OCN
- Ensure that BfN emails are checked on a regular basis in order to stay up to date and informed of any relevant changes or events and use approved methods of communication such as MS Teams or social media to share information
- Ensure that all relevant forms, including the Course Notification form, the Helper enrolment form and the Combined form, are completed accurately, in full and to the required deadline and communicated to relevant colleagues
- Where required, liaise with local partners and community venues to organise training courses and identify and book appropriate venues/facilities taking full consideration of trainee accessibility
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- Where required, support the recruitment of trainees for the course in line with BfN's Equality and Diversity Policy and relevant processes
- Ensure compliance with BfN policies on Equality and Diversity, Health and Safety, the Code of Conduct, Conflict of Interest, IT, Information Governance, Assessment and Internal Moderation Policies
- Ensure training complies with Baby Friendly Accreditation standards and is based on NICE guidance for peer support
- Provide regular updates on training to the Coordinator/Programme Manager/Line Manager/Light Touch Manager as appropriate
- Complete timesheets or hours monitoring forms to track hours worked when required and ensure these are shared with the line manager
- Maintain personal membership and registration of the Breastfeeding Network

Analysis and Data Management

- Be accountable for overall monitoring and evaluation of training programme
- Assess the effectiveness of the training by asking trainees for feedback at regular intervals during the course and at the end of each course

Equality and Diversity

- Ensure that the trainees and supervisees understand the BfN Equality and Diversity Policy
- Ensure that training and personal practice supports equality and values diversity
- Promote inclusion by reducing any barriers to training, maximising accessibility and making reasonable adjustments when required

Health, safety and conduct

- Follow standard Health and Safety guidelines.
- Ensure activities take Health and Safety guidelines into consideration.
- Undertake a proactive role in the management of risks in compliance with the Health and Safety at Work Act 1974 and subsequent legislation, including:

1. Undertaking risk assessments in line with the BfN risk assessment process for venue chosen for sessions, remembering the trainees may be different to the existing users of the building (particularly as trainees may have younger children).
 2. Reporting all incidents, near misses and hazards in line with the BfN significant event reporting system.
 3. Undertaking a statutory duty of care for your own personal safety and that of others.
 4. Attending statutory health and safety training.
 5. Attending all mandatory and any other health and safety training as required and ensure paid helpers and volunteers meet these requirements.
- Adhere to BfN Safeguarding Policies.

Person Specification: Tutor

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.

Requirements	Essential	Desirable
Qualifications		
Qualified BfN Tutor	✓	
Continued registration as BfN Tutor, attending supervision, study days and regular CPD events	✓	
Teaching qualification or experience		✓
Experience and Knowledge		
Experience of working with diverse ethnic and social groups		✓
An understanding of the importance and a commitment to working with diverse ethnic and social groups	✓	
Knowledge of importance and application of the BfN Code of Conduct	✓	
Knowledge and understanding of the BfN Malpractice and Maladministration policies	✓	
Knowledge and application of the BfN Information Governance policy	✓	
Knowledge of and compliance with the BfN IT policy	✓	
Knowledge of the BfN Equality and Diversity Policy	✓	
Knowledge and understanding of BfN assessment and Internal Moderation procedures	✓	
Experience of report writing	✓	
Experience of providing clear and constructive feedback	✓	
Experience of BfN volunteering, including on the National Breastfeeding Helpline	✓	
Skills and abilities		
Ability to write clearly and concisely in English	✓	
Ability to organise and manage a variable workload independently	✓	
Ability to work effectively within a partnership and as part of the wider BfN team	✓	
Ability to collaborate constructively and diplomatically in order to maintain quality and improve course standards	✓	
Ability to select the most appropriate method of communication (i.e. telephone or email) to convey complex or difficult messages	✓	
Ability to work with people from different cultures sensitively	✓	
Ability to maintain defined standards of confidentiality with regard to trainees and tutors	✓	
IT skills including email, SharePoint, OneDrive, Microsoft Word and Excel, Moodle, MS Teams and Zoom to intermediate standard, email and internet.	✓	
Ability to attend closely to detail when assessing work, keeping records and writing reports	✓	
Awareness and commitment to equal opportunities	✓	