

# Job Description: Supervisor

## Role Summary

The role of a BfN Supervisor is key to ensuring that all of our volunteers and peer support staff feel supported and valued in their work. It is also very important that all volunteers and paid peer supporters are up to date with current evidence, practice, policies and procedures and that they are registered to work with parents and families.

## Main duties and responsibilities

### Supervision

- Deliver group supervision sessions as detailed in the contract of employment or as agreed with the manager based on the needs of the local volunteers and/or paid peer support staff
- Be available to offer one to one and ad hoc supervision if needed by volunteers and peer supporters
- Ensure that all mandatory supervision sessions, including safeguarding, are delivered and encourage staff and volunteers to attend
- Arrange and deliver online and remote supervision, using Teams, Zoom or conference call, as required to improve the ability of all volunteers and staff to access enough supervision to maintain their registration
- During supervision, facilitate volunteers and staff to develop their non-direct, hands-off skills when working with families
- Demonstrate how the Code of Conduct is relevant to situations brought to supervision
- Facilitate supervisees to develop their empathic, listening and non-judgemental skills by reflecting on their practice
- Offer supervisees opportunities to develop new skills through ongoing learning within BfN and other opportunities when available
- Encourage volunteers to support active volunteering in the commissioned area where relevant, and/or remote volunteering such as online and via the National Breastfeeding Helpline, and for further training within the BfN
- Share organisational issues or operational issues which can be fed back to central BfN
- Facilitate and record mandatory training for all supervisees e.g. safeguarding, information governance, hand hygiene
- Support the investigation of any complaints made against supervisees in line with the complaints policy and procedure

### Planning, Organising and communication

- When required, liaise with local contacts to organise group supervision sessions and identify and book appropriate venues/facilities with full consideration to accessibility
- For online/remote supervision set up video call links (Teams/Zoom) or arrange use of conference phone line
- Ensure that supervision sessions are arranged and advertised at least 3 months in advance and send regular reminders to promote attendance
- Record supervisee attendance at supervision for registration purposes

To talk to a mum who knows about breastfeeding call the National Breastfeeding Helpline 0300 100 0212

*Calls to 0300 numbers cost no more than calls to UK numbers starting 01 and 02 and will be part of any inclusive minutes that apply to your provider and call package.*

- Maintain the central supervisee lists to clearly indicate volunteers and staff who should be re-registered or de-registered or are on sabbatical
- Support any volunteers who wish to return to BfN after a period of sabbatical or following a break from volunteering using the current agreed process
- Ensure that all active volunteers and paid peer supporters are suitably registered and that all those working face to face with mums and families have a current badge
- Ensure that all volunteers and peer support staff are up to date with their membership fees as indicated on the Supervisee lists
- Coordinate DBS/PVG checks for all peer supporters when required
- Review the annual returns of Supporters ensuring that all requirements for re-registration have been met and confirm to Central Support promptly
- Support the transferring in process for those joining BfN from other organisations
- Liaise with volunteers, encourage attendance and provide text/email support between sessions
- 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 only approved methods of communication such as BfN email, MS Teams or social media to share information
- Communicate BfN news, centrally and locally, and relevant maternity and breastfeeding updates
- Understand relevant local policies and procedures and explain how these relate to the volunteers' role in the community
- Support volunteers to find another Supervisor if theirs is unavailable or leaves BfN
- Ensure compliance with BfN policies on Equality and Diversity, Health and Safety, the Code of Conduct, Conflict of Interest, IT and Information Governance
- Ensure supervision complies with Baby Friendly Accreditation standards and is based on NICE guidance for peer support
- Provide regular updates on supervision #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

### **Professional development**

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

### **Equality and Diversity**

- Enable and support supervisees to understand the BfN Equality and Diversity Policy and put it into practice
- Ensure that supervision and personal practice supports equality and values diversity
- Promote inclusion by reducing any barriers to attending supervision, 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: Supervisor

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
<b>Qualifications</b>		
Qualified BfN Supervisor	✓	
Continued registration as BfN Supervisor, attending supervision, study days and evidence of regular attendance at CPD events	✓	
<b>Experience and Knowledge</b>		
Previous experience of supervision or line management		✓
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 application of the BfN Information Governance policy	✓	
Knowledge of and compliance with the BfN IT policy	✓	
Knowledge of the BfN Equality and Diversity Policy	✓	
Experience of report writing		✓
Experience of providing clear and constructive feedback		✓
<b>Skills and abilities</b>		
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 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	✓	