Job Description:

Fife Peer Support Volunteer Coordinator

# Background of post

With funding from the Fife Community Mental health and Wellbeing Fund, we have been able to train a new cohort of Breastfeeding Peer Supporters and are new recruiting for a Peer Coordinator to support them and oversee the setting up of at least one new group in Fife.

The aim of the project is to support families who choose to breastfeed to initiate breastfeeding and to support them to continue breastfeeding alongside support for their mental health during the transition to parenthood. Breastfeeding groups have been found to help many families talk about their experiences and feelings while also providing a safe environment to meet other parents, babies and toddlers.

This project will support new parents to feel less isolated and better able to seek support in relation to feeding their baby and to empower them to increase their knowledge and confidence about parenting and infant feeding.

The Fife Peer Support Coordinator will be responsible for leading, coordinating and supporting a team of current and newly trained volunteer Peer Supporters to promote breastfeeding and the BfN and to ensure that breastfeeding support in Fife achieves its targets as set out by funding agreements.

They will be responsible for coordinating a volunteer rota for the group alongside managing appropriate data collection and evaluation of the impact of the service

The role is mainly home based but will require the role holder to support the group and provide cover for running the group as needed.

# **Main duties**

* Coordinate of a team of accredited Peer Supporter volunteers and trainees in the Fife area to set up a new indoor group and support other events as required. This may involve running the group if a volunteer is not available.
* Liaising with BfN SPPS Manager to support ongoing development and implementation of processes for data collection, evaluation and reporting.
* Liaising and cooperating with Health Visiting and Midwifery teams across the locality.
* Empower volunteers to support emotional wellbeing and confidence building during a families’ transition to parenthood and to be able to signpost to other organisations as required
* Be the main link with local Health Visitors looking for information in relation to the group
* Ensure regular use of social media such as Facebook, Instagram and Twitter, to promote the service and share information
* Develop a Fife LinkTree detailing all available support and other relevant information
* Organise, monitor and keep track of the work of the accredited volunteer peer supporters and those in training, across the Fife area
* Be a point of contact for volunteers if any issues arise with attending groups and share this information with health professionals and other volunteers to obtain cover as required
* Assisting the BfN supervisor in developing existing volunteers to become BfN registered as necessary.
* Liaising with BfN Central Admin team to facilitate registration of Peer Supporters
* Ordering and delivering resources (leaflets, books, dolls, contact forms, books etc.) to drop-ins as required.
* Support the SPPS Manager and others by producing data reports on volunteer activity etc. as required for reporting purposes
* Keep accurate and up to date records in line with BfN Information Governance policy and BfN Code of Conduct
* Assist with organisation of community activities as required

**Leadership**

* Support volunteers from BfN and other local organisations to become involved in the project and become part of the team
* Support volunteers to ensure appropriate referral and signposting of women with more complex breastfeeding issues.
* Participate effectively in meetings with health professionals where necessary.
* Communicate key practical breastfeeding messages in a clear, persuasive and empathetic manner.
* Develop partnerships by engaging and communicating with other organisations and community members, some of whom may have barriers to understanding health messages.

**Project Management**

* Process volunteer expenses
* Work closely with other organisations in the Fife to ensure a joined up approach to peer support locally

**Analysis and data management**

* Support the SPSS Manager and Administrator in developing data collection processes and carrying out data collection and evaluation by collecting appropriate data from all volunteers and breastfeeding support venues
* Provide data to BfN in a timely manner as required
* Keeping an accurate database of contact details, training and activities of all volunteers
* Obtaining and evaluating feedback from service users
* Support the SPPS Manager in presenting reports to local stakeholders and in attending occasional meetings

**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 with support from the SPPS manager

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 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:

**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.**

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| Essential |
| * Registered as a Breastfeeding Helper or Supporter with The Breastfeeding Network (BfN) and have had at least minimum supervision required to retain registration from your named supervisor since qualification or have peer support qualifications from a recognised organisation (e.g. NCT/ABM) and be willing to transfer in to the Breastfeeding Network
* Experience of supporting mothers face to face with breastfeeding
* Knowledge of BfN, its ethos, policies and procedures
* Knowledge of how breastfeeding can help address inequalities
* Knowledge of the Infant Feeding culture in Scotland and the specific issues that affect families
* Ability to work effectively with colleagues, parents, members of the community and Health Professionals
* Excellent interpersonal skills, including sensitivity to different perspectives and negotiating skills
* Experience of management of social media accounts such as Facebook, Instagram and Twitter
* IT skills (Word, Excel, email, office 365 and internet)
* Experience of data collection
* Knowledge of Fife and surrounding areas, including any specific local opportunities or challenges
* A space to work at home with reliable, secure internet access
* Access to a car and ability to travel frequently within the local area and sometimes further afield to attend meetings and training
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| Desirable |
| * Experience of working in a health or community setting in paid or volunteer capacity
* An awareness and understanding of the importance of equity and inclusion
* Show evidence of continued professional development and ongoing learning
* Experience of arranging and hosting virtual meetings via Zoom, Teams, Near Me etc.
* Experience of multi-agency partnership working
* Experience of managing a team of staff and/or volunteers
* Ability to evaluate data and use the results to write high quality reports
* The ability to motivate others when problems arise through positive communication and working together to find solutions to problems
* ‘Can-do’ attitude and evidence of delivering results
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