

Job Code: BfN2022/56

Job Description: NBH Voicemail Team Member

Background of post

Since March 2020, we have offered a voicemail service on the National Breastfeeding Helpline. This means callers to the helpline who are not answered immediately during our opening hours are given the option to leave a voicemail and request a callback from one of the team.

We employ a small team of paid peer supporters to return these calls on a rota basis. The team works in two hour shifts for four hours a day, seven days a week.

The aim of this service is to give all callers to the National Breastfeeding Helpline the best possible service and to support them to continue breastfeeding for as long as they choose.

The service will enable callers to access to appropriate support services regardless of where they live in the UK, their age, ethnic origin, religious beliefs, sexual orientation, social status or employment status.

Main duties

- Responsible for returning calls to helpline callers, providing non judgemental, evidence based, caller centred support and information and signposting where appropriate.
- Using the NBH virtual call centre to return these calls
- Completing call record forms for every call returned.
- If all calls have been returned, be available to answer incoming calls for the duration of shift.
- Follow all BfN/NBH policies, particularly the Code of Conduct, safeguarding, and equality and diversity.

Person Specification: NBH Voicemail Team Member

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
Experienced and currently active National Breastfeeding Helpline volunteer – applicants will be shortlisted relative to the number of calls they have answered in the last six months.	✓	
Up to date registration with either ABM or BFN	✓	

Experience and Knowledge	Essential	Desirable
Experienced in supporting callers to the National Breastfeeding Helpline	✓	
A good understanding of how the NBH virtual call centre works	✓	
Experienced in completing NBH call record forms	✓	
Experience of working with diverse groups of people and supporting individuals with English as a second language.	✓	

Skills and Abilities	Essential	Desirable
Confident and able to offer non judgemental, evidence based, caller centred breastfeeding support and information over the phone	✓	
Flexible and able to work alone and use own initiative to get things done	✓	
Good team player	✓	