Job Description: Deputy Coordinator – Haringey

# Background of post

The Breastfeeding Network (BfN) is commissioned by Haringey Council to offer peer-to-peer breastfeeding support in local hospitals, in the community, and online. Working closely with local stakeholders, The Haringey Breastfeeding Peer Support Service provides a universal peer support service which is well integrated with statutory services. We support families across the borough from antenatal to postnatal stage and beyond. The service aims to ensure those who choose to breastfeed have access to appropriate support throughout the borough. As part of the Family Hub Start for Life funding, we also oversee the Breastfeeding Welcome Scheme in Haringey working alongside Public Health and Whittington Health Trust.

<https://www.breastfeedingnetwork.org.uk/project/haringey/>

# Main Duties and Tasks:

The Deputy Coordinator will deputise for the Service Manager and be a key contact for BfN staff, volunteers and local stakeholders, playing a role in the reporting and development of the service. The post holder will be expected to work independently but will be closely supported by the Service Manager and Programme Managers.

The Deputy Coordinator will play a key role in engaging and motivating volunteer peer supporters within the team that represent different communities that live in Haringey.

* To deputise for the Service Manager.
* To assist in the coordination of the training, supervision and management of a team of peer support staff, volunteers and trainees in the Haringey area, including hospitals.
* To liaise with community partners and local stakeholders in order to support ongoing development and implementation of peer support.
* To oversee the hospital volunteer recruitment processes and be a contact point with voluntary services at local hospitals.
* To promote the Breastfeeding Network service / peer support amongst the community.
* To assist in monitoring and evaluating peer support activity - including those in training (linking in with the local BfN Supervisor for guidance where relevant).
* To organise alongside the Service Manager the set-up of rotas for paid team and the volunteer team.
* To be a main point of contact for volunteers.
* To work with the BfN Supervisor and Central Team to ensure volunteers are registered and have completed mandatory training and DBS checks as required.
* To work within the BfN’s Code of Conduct and policies.

**Leadership and Activities:**

* Liaise with Infant Feeding Team, Children’s Centres, Health Visiting and Midwifery teams across the borough to contribute to the achievement of the UNICEF Baby Friendly Initiative (BFI)
* Liaise with North Middlesex hospital and Whittington Infant Feeding Teams and Midwifery to maintain, evaluate the process for hospital working/volunteering and support with compliance with BfN and hospital policies.
* Support, encourage and motivate volunteers in volunteering, community awareness and other activities, reviewing volunteer processes to maintain contact and improve communication channels where needed.
* Work alongside the Infant Feeding Lead and Service Manager to support the Breastfeeding Awareness Worker.
* Assist the paid peer support team and the volunteers to ensure appropriate referral and signposting for more complex breastfeeding issues.
* Alongside the Service Manager, support the administrator with day-to-day tasks, helping to ensure that all calendars and Eventbrite schedules are updated.
* Work with the Service Manager and administrator to update websites and manage social media platforms including Facebook and Instagram to reach as wide an audience as possible and advertise the group sessions and peer support available locally.

**Analysis and data management**

* Support the Service Manager in data collection and evaluation processes.
* Support the Service Manager in report writing, and providing evidence for reports when required, alongside the admin team.
* Provide data to BfN and commissioners in a timely manner as required.
* Keep an accurate database of contact details, training and activities of all volunteers in line with BfN IG policy.
* Keep accurate and up to date records in line with BfN Information Governance policy and BfN Code of Conduct.

**Equality and Diversity**

* Ensure compliance with BfN policies on Equality and Diversity.
* 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.
* Consider ways to remove barriers to accessing support, especially for families from diverse backgrounds and where English is not their first language

**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.
* Take care of your own personal safety and that of others.

**Personal**

* Maintain registration with BfN with regular supervision, mandatory training 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 be requested.*

Person Specification: Deputy Coordinator

**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 Completed recognised and accredited breastfeeding peer support training, willing to transfer into BfN
* Show evidence of continued professional development and ongoing learning
* Knowledge of BfN, its ethos, policies and procedures
* Knowledge of how breastfeeding can help address inequalities
* An awareness and understanding of supporting equality and valuing diversity within the role
* Knowledge of the Infant Feeding culture in Haringey and the specific issues that affect families
* Excellent active listening skills
* Experience of coordinating people and projects
* Ability to work effectively with all colleagues, families, members of the community and Health Professionals
* Fluent English written and oral communication skills for a variety of audiences
* Excellent interpersonal skills, including sensitivity to different perspectives, diplomacy and negotiating skills
* Excellent organisational skills, including project management, prioritisation and time management skills, IT skills (Word, Excel, Outlook, shared documents, video calling software – Zoom, Teams and Internet)
* Ability to research evidence-based information
* Ability to evaluate data and present stats in a written format
* A space to work at home with reliable, secure internet access
* A team player who is able to work independently and contribute ideas to develop the service.
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| **Desirable** |
|  * Experience of supporting families face to face with breastfeeding
* Experience of working as a volunteer offering breastfeeding support in a variety of settings
* Experience of working with diverse ethnic and social groups
* Experience of multi-agency partnership working
* Experience of management of social media accounts such as Facebook, Instagram and software to create posts
* Experience of arranging and hosting virtual meetings via Zoom, Teams etc
* Ability to travel frequently within the local area
* Experience of presenting to a group of people online or face to face
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