

Specialist Breastfeeding Peer Support Service Manager

JOB DESCRIPTION

MAIN PURPOSE

- The service manager is responsible for the management of the breastfeeding support service
- You will have freedom to work independently within parameters and guided by defined policies and protocols at a local and national level. You will be supported by a National Operational Manager.
- You will oversee the peer supporters, support with training and ongoing contact, secure venues for groups.
- Using your own initiative and working with the Everyone Health team to develop innovative ways of working, implementing change and monitoring outcomes.

SUMMARY OF RESPONSIBILITIES AND DUTIES

- Deliver a peer support service to expectant and new mothers in Knowsley
- Recruit local peer supporters and support with training and development of the volunteers.
- Set up local groups to support women who are breastfeeding, secure venues for the group support meetings
- You will allocate the referrals to groups or 1-1 support as determined by the client needs.
- The role includes the triage of clients, support, advice and delivery of the service and the implementation and evaluation of the service.
- Ensuring the delivery of peer support for Breastfeeding mother via groups or 1-1.
- Plan, deliver and evaluate interventions working with statutory and voluntary agencies.
- Work collaboratively with other agencies to ensure appropriate referrals into the service.
- Delegate duties as appropriate to peer support volunteers
- Work collaboratively and maintain effective communication with health and other professionals to ensure the provision of a high-quality service, for example primary care, local authority.
- Communicate effectively with multi-agency teams, statutory and voluntary agencies; maintaining effective internal and external networks to enhance service delivery.
- Attend professional meetings and groups locally and engage in networking meetings within Everyone Health.

- To act as a specialised resource for the Everyone Health team offering specialist advice.
- To escalate and manage safeguarding concerns in line with policies and escalate to Clinical Governance Manager.
- Demonstrate good organisational skills with responsibility for ensuring efficient and effective use of resources.
- Attend commissioner meetings reporting on service delivery, reports, and achievement of KPI's.
- Act as a role model to ensure the maintenance of high standards of care. Escalate any concerns and signpost and refer to other services as appropriate and in line with policy guidelines.
- Identify, implement, and evaluate new initiatives.
- Respond to complaints, clinical incident investigations.
- Provide an environment that meets the required standard of cleanliness
- Ensure the environment is safe and child friendly.

PERSON SPECIFICATION

1. SKILLS & ABILITIES

- Ability to work autonomously without supervision and use own initiative
- Excellent communication and interpersonal skills – verbal and written.
- IT skills both for systems and reporting and presentation of information
- Ability to develop specialised programmes of care and specialised advice.
- A clear vision of best practice.
- Ongoing self-development in clinical practice.
- Multi-disciplinary working.
- Ability to organise a several concurrent programmes and activities coping with constant readjustment.
- Management experience for reporting, delivery, and team management
- Team player
- Versatile and adaptive
- Personable and amiable
- Flexible approach to work
- Ability to work under pressure

2. KNOWLEDGE

- Service management
- Breastfeeding support knowledge and experience
- Supporting peer supporters/volunteers

3. EXPERIENCE

- Skilled Practitioner embracing clinical governance and clinical effectiveness.
- Knowledge and appreciation of national policies
- Experience of multi-agency and team working, health visiting, midwifery, or nursing team working.
- Experience in community working and management
- Experience of co-ordinating peer support services

4. QUALIFICATIONS

Desirable

- Registered Nurse
- Midwife
- BSc Specialist Community Public Health Nurse.

5. SPECIAL CONDITIONS

- Ability to travel across the area
- Local to the area to enable development of support groups
- Work remotely when required

6. SAFEGUARDING

- Everyone Health Ltd is committed to safeguarding and promoting the welfare of the adults, young people and children who use the services. All staff have a responsibility to report any identified concerns of abuse or exploitation through the appropriate route in line with the respective policies and procedures.