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**Specialist Breastfeeding Peer Support and Children’s Audiology Service Manager**

**JOB DESCRIPTION**

**MAIN PURPOSE**

* **The service manager is responsible for the management of the breastfeeding support service and children’s audiology 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.**
* **You will line manage a small team of Children’s audiology practitioners and co-ordinate this service within schools.**
* **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**

* **Co-ordinate the delivery of children’s audiology testing in schools across Knowsley**
* **Deliver a breast feeding 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 skills.**
* **Multi-disciplinary working.**
* **Ability to organise several concurrent programmes and activities coping with constant readjustment.**
* **Preferable 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**

* **Knowledge and appreciation of national policies**
* **Experience or knowledge of multi-agency and team working, health visiting, midwifery, or nursing team working.**
* **Experience in community working and/or management**
* **Experience or knowledge 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 and flexibly as and when required**
* **Clear enhanced DBS**

**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.**