



## Volunteer Coordinator Job Description

Leicester Mammas is a well-established Community Organisation that supports parents in Leicester from pregnancy to two years. We have a strong Breastfeeding Support programme that forms the core of our delivery.

Leicester Mammas trains and supports women to become Breastfeeding Peer Supporters, both in the community and in the hospital settings. A Breastfeeding Peer Supporter is a mother who has enjoyed and valued breastfeeding her own child/children, and has successfully completed a training course to be able to support others to meet their goals for breastfeeding their baby. A Mammas Peer Supporter may volunteer in group settings, on our busy WhatsApp groups, or on our Breastfeeding Helplines. They may support our wider work too, by helping at events, advocating for breastfeeding women and maternity rights, and more.

Leicester Mammas currently has approximately 50 Breastfeeding Peer Supporters. Our Mammas Ambassador programme is the stepping stone to becoming a Peer Supporter. Ambassadors attend a five week course, which is open to anyone interested in knowing more about Breastfeeding. Ambassadors are not Volunteers, but are an essential part of our organisation. We train approximately 40 Ambassadors a year, of which 12 – 15 go on to become Peer Supporters.

The organisation has a strong track record locally and nationally for supporting families in the First 1001 Days, and for delivering woman-centred, evidence-based, empathetic and responsive support, particularly for breastfeeding. We support over 1200 women and their babies each year. Our Breastfeeding Peer Supporters are the foundation of all we do. Valuing our volunteers is fundamental.

As the organisation has grown, we have recognised the need for a dedicated Volunteer Coordinator, and are now in a position to recruit.

### Pay and Hours

**Hours:** Part-time - 15 hours per week

**Salary:** £12,480 actual

**Contract:** Fixed Term for 2 years. (Possible extension if project is successful)

Flexible working hours, hybrid working, mileage allowance, happy and positive team all passionate about making a difference.

### Main Purpose of Job

To support and help develop further the Mammas Volunteer programme

### Main Duties

- To work with the Mammas Directors to ensure our Volunteer Programme is robust and meets the needs of all concerned
- To ensure our Volunteer Programme complies with Health and Safety, GDPR, Equality and Safeguarding legislation
- Undertake training and attend courses as appropriate
- Where possible, support the Peer Supporter and Ambassador training course delivery



- Maintain a database of our existing volunteers
- Ensure DBS clearance is maintained and documented, and records kept up to date
- To engage with strategic development, risk management and operational planning as appropriate to the role.
- Engage with Volunteers on an individual and group basis, listening to and responding to concerns and queries
- Develop a mentoring programme in Co-Production with our Volunteers and Directors
- In conjunction with the Directors, develop a Volunteer Induction programme
- Help to organise events to celebrate Volunteers' achievements and completion of training
- Assist with assigning new volunteers to appropriate roles, and ensure they feel supported to fulfil them
- Work with our Telephone Helpline Facilitator to ensure the system functions effectively
- Ensure Volunteers' expense claims are processed efficiently
- Ensure our Volunteer Handbook and Policies are kept updated
- Ensure Volunteers' skills are maintained, liaising with our Training Leads
- Explore and share opportunities for furthering skills and knowledge are shared, encouraging and supporting volunteers' personal development as Breastfeeding Supporters/Volunteers
- Attend meetings relevant to the post including multi-agency meetings as needed.
- To be responsible for ensuring Volunteers complete mandatory training including Safeguarding, including keeping training up to date and reporting cause for concern
- Assist with planning and implementing a Volunteer reward programme
- Help to publicise the Mammas programme and the work of the volunteers

### To Apply

Please email [leicestermammas@gmail.com](mailto:leicestermammas@gmail.com) for an application form.

### Job Specification

		<b>Essential (E) or Desirable (D)</b>
<b>A. Training and Education</b>	Has a background in Breastfeeding Peer Support or other Peer Support Role	D
	Strong written, verbal and presentation skills (e.g. English GCSE)	E
	Maths GCSE	E
	Knowledge/experience of Breastfeeding Peer Support model	D
	Safeguarding qualification	D
		D
<b>B. Experience and Skills</b>	Experience in working with Volunteers	E
	Experience in co-ordinating teams	D

	Experience of working with parents and carers	E
	Experience of project management/ co-ordination	E
	Knowledge of the Equality Act and ability to implement Equal Opportunity policies	D
	Knowledge of multi-cultural communities	D
		D
<b>c. Personal Qualities</b>	The ability to work with minimal supervision	E
	Good verbal and written communication skills	E
	Good IT skills	E
	Good leadership skills	E
	The ability to work well in a group setting	D
	Thorough attention to detail	E
	Good organisational skills	E
	Empathy and situational awareness	E
	Has a clean driving licence	D
	Has a reliable means of transport	D