



Supporting your family from pregnancy to weaning

Role Description and Person Specification: Breastfeeding Support Facilitator

Note - we welcome applications for flexible working. If you would like to work for a specific number of hours or covering a specific subset of the responsibilities outlined here, please apply and tell us what your ideal role looks like. You are also welcome to contact us before applying to discuss this.

Location

- Virtual consultations, virtual groups and social media work: remote working
- In-person support: locations around Oxfordshire
- Attending team meetings: remote or in person in Oxfordshire

Type of contract: Permanent

Hours

We use a flexible hours contract. This states a guaranteed number of monthly hours plus the opportunity for additional hours, which will be regularly available (paid at the same hourly rate). This contract is explained in more detail below.

- **Social media work:** Guaranteed hours 5 per month (an additional 2-3 hours per month likely to be available)
- **Direct feeding support:** Guaranteed hours 17.5 per month (an additional 7-9 hours per month likely to be available. Depending on public health guidance, facilitator and service user needs this may take the form of either of the following, or a mixture of the two:
 - 2.5-3 hours per in-person weekly support session, plus estimated 30 minutes of preparation and data entry.
 - 20 minutes per individual virtual or telephone consultation plus estimated 10 minutes of preparation and data entry.
- **Attendance at team meetings & clinical supervision:** guaranteed hours 2.5 per month

Pay: £35,000 - £45,000 pro rata depending on skills and experience (approximately £17.95 - £23.10 per hour)

Annual Leave: 28 days pro rata (including bank holidays)

Benefits

- Study budget/continuing professional development allowance
- Various training provided by OBS (for example, Equality, Diversity & Inclusion training, first aid training)
- OBS will reimburse you for the cost of your professional clinical insurance. If you use your professional insurance to do other paid breastfeeding work, OBS will reimburse 50% of the cost of your insurance
- Statutory benefits (qualifying criteria apply)

Reporting to: Oxfordshire Breastfeeding Support Clinical Director

Equality, Diversity & Inclusion statement

Oxfordshire Breastfeeding Support strives to be diverse and inclusive, welcoming of applicants from all backgrounds. We particularly encourage applications from people who identify as Black, Asian or from a Minority Ethnic background, and people with a disability. We offer family friendly, flexible working arrangements. We will follow our [Equality & Diversity Policy](#) and [Recruitment policy](#) to ensure equal opportunities in our recruitment process and during your working relationship with us.

Oxfordshire Breastfeeding Support uses a 'Positive Action' approach to recruitment - therefore if two candidates are equally appointable after interview, we may choose to appoint a candidate with one or more protected characteristics in order to increase the diversity of our team.

Context

[Oxfordshire Breastfeeding Support](#) is a small, dynamic charity providing [support and education for Oxfordshire families to define and achieve their infant feeding goals](#). The service is led by a small team of specialist [facilitators](#), assisted by 20+ trained [volunteers](#). Pre-Covid, OBS provided [weekly drop-in sessions](#) and support via a private [Facebook group](#). During the pandemic the service rapidly became [100% virtual](#), providing 1:1 consultations (20 minutes each), a weekly support group and antenatal classes, all via Zoom. Since July 2021 the service has been operating a [hybrid model](#) of in-person and virtual support, which will be adapted over time to best suit the needs of our users and the public health situation.

Overview of the role

Direct support

Provide facilitation for in-person breastfeeding support sessions (in Oxfordshire). These take place on a weekly basis around Oxfordshire and offer a number of slots that service users can book in advance. The likely location will be Barton. Provide facilitation for virtual/telephone 1:1 consultations. These are booked in advance by service users as 20 minute consultations

There may be opportunities to develop virtual or in-person support sessions for specific communities/groups (for example Black families; parents with disabilities). There may also be opportunities to deliver training for volunteer peer supporters and students or current health professionals - this would be in addition to the likely and guaranteed hours mentioned above.

Social media work

To act as a Moderator of our busy Facebook group, responding to breastfeeding queries, posting content and maintaining the group's rules and ethos. Oversee content provided by OBS trained peer supporters.

Duties and Responsibilities

Social media work

1. Taking a lead role in moderating the OBS Facebook group, checking the group regularly to ensure that all posts receive a prompt, empathic, accurate response.
2. Responding directly to breastfeeding queries on Facebook.
3. Liaising with other facilitators and volunteers to ensure adequate Facebook cover across the week.
4. Acting as an "emergency contact" if problems arise within the Facebook group such as inaccurate information, breaches of group rules or concerns about the safety or wellbeing of a group member or child.
5. Posting regular content, including promoting OBS services and other OBS activities.

In-person support

1. Facilitation of in-person OBS breastfeeding support sessions (2 - 2.5 hours of booked appointments depending on the location, plus 30 minutes of administration).
2. Likely regular responsibility will be weekly 2 hour session at Barton Neighbourhood Centre
3. Additional occasional cover will be offered for other sessions (currently located in Kidlington, Donnington and Didcot)
4. Supervision and management of volunteers within/related to in-person sessions.

5. Liaison with/supervision of students, health professionals and other observers of in-person sessions.
6. Reporting, escalating and recording any safeguarding concerns in accordance with OBS policies.
7. Follow-up as necessary after sessions with service users/health professionals, or arranging for another facilitator to follow up.
8. Accurate, timely (within 24 working hours) completion of all admin records related to sessions
9. Implementing appropriate data practices respecting confidentiality and data protection regulations.

Virtual/telephone consultations

1. Provision of virtual or telephone 1:1 breastfeeding support consultations (each 20 minutes in length, plus 10 minutes preparation and data entry).
2. Liaison with/supervision of students, health professionals and other observers of virtual consultations.
3. Reporting, escalating and recording any safeguarding concerns in accordance with OBS policies.
4. Follow-up as necessary after sessions with service users/health professionals, or arranging for another facilitator to follow up.
5. Accurate, timely (within 24 working hours) completion of all admin records related to sessions
6. Implementing appropriate data practices respecting confidentiality and data protection regulations.

Other

- Attendance at team meetings & clinical supervision at frequency agreed with the Operations Lead and Clinical Director.

Potential additional work

- Development of in-person and/or virtual sessions for specific groups of service users (for example Black families; parents with disabilities).
- Delivery of a training course for potential peer support volunteers. This would likely be via Zoom and total approximately 12 hours of teaching, and would be additional to the likely hours mentioned above.

Person Specification

Factor	Essential Requirements	Desirable Requirements	How Measured
<p>EDUCATION, QUALIFICATIONS & EXPERIENCE</p>	<p>A recognised qualification in breastfeeding support e.g. accredited breastfeeding counsellor, International Board Certified Lactation Consultant (IBCLC) <i>and/or</i> extensive experience in relevant breastfeeding support including at specialist level (examples given below).</p> <p>For social media role: experience of providing feeding support via social media</p>	<p>Experience of facilitating breastfeeding clinics or drop-in support sessions.</p> <p>Experience of giving feeding support via telephone and/or video call</p> <p>Experience of moderating a Facebook group</p> <p>Experience of supporting families from groups that experience additional barriers to accessing healthcare & feeding support, e.g. families from minority ethnic backgrounds, parents with disabilities, young parents.</p>	<p>Application form and Interview</p>
<p>KNOWLEDGE</p>	<p>Up to date breastfeeding knowledge at specialist level, including: the normal course of lactation, identifying and addressing common and less common feeding difficulties; maintaining lactation when a baby is unable to breastfeed effectively; feeding premature babies who have been discharged</p>	<p>Familiarity with UK healthcare system and local feeding support services in Oxfordshire</p>	<p>Application form and Interview</p>

	<p>from hospital; managing faltering growth; when to refer for specialist care. <i>OBS does not currently carry out specialist oral assessment for tongue tie but if you have these skills you will be able to use them.</i></p>		
SKILLS	<p>Familiarity with virtual platforms</p> <p>Familiarity with spreadsheet programmes</p> <p>Willingness to learn how to use new software platforms</p>	<p>Experience of delivering training</p> <p>Familiarity with Zoom and GoogleSheets</p> <p>Familiarity with social media platforms</p>	<p>Application form and Interview</p>
OTHER REQUIREMENTS (to be completed before work is started - not essential at point of interview)	<p>Legal right to work in the UK</p> <p>Professional indemnity insurance to a minimum value of £2,000,000 (cost covered by OBS as outlined above).</p> <p>A current enhanced Disclosure and Barring Service (DBS) check for OBS (cost covered by OBS)</p> <p>Appropriate Safeguarding training, as agreed with OBS Designated Safeguarding Lead, updated at the frequency specified by Oxfordshire Safeguarding Children Board (cost covered by OBS).</p> <p>If facilitating in person sessions must have appropriate First Aid training, as agreed with OBS.</p>		<p>Application form and Interview</p>

Additional information about the guaranteed hours flexible contract

The guaranteed hours flexible contract has been chosen as the form of employment contract used by OBS for clinical facilitators to ensure that there is flexibility for facilitators in carrying out work according to their needs, and to ensure that there is flexibility for OBS in offering the support needed by service users. It brings with it all the usual benefits and rights of an employment contract, subject to standard qualifying criteria.

The employee will submit timesheets documenting all hours worked - this must be at least the guaranteed number of monthly hours but more hours are likely to be regularly available each month as outlined above. The employee will agree with the Clinical Director the hours they would like to work in addition to their guaranteed hours on a weekly or monthly basis.

This contract would allow those who would like to work more hours during certain periods (for example, school term time) and fewer hours in other periods (for example, school holidays) to do so - these patterns would need to be discussed with the Clinical Director to plan for cover and other arrangements.

Application Process

Apply using the form link on our [recruitment page](#). The closing date is 6 May, 2022. Two references will be required. Shortlisted applicants will be contacted within 4 to 6 weeks of receipt of the application.

Contact

Kawther Alfasi - Operations Lead

operations@oxbreastfeedingsupport.org

07913 789633

April 2022