

Breastfeeding Helpline Branch Coordinator

Position Description

Salary

Volunteer position

Hours

Flexible, ranges from approximately two to five hours per week

Location

Flexible

Term

The term of office is for two years or until the person chooses to resign or is no longer a member of the Association. The volunteer may be re-appointed each two year period.

Reports to

Senior Manager Helpline Services & Volunteer Support

Position objective

- Manage the day to day requirements of the Australian Breastfeeding Association (ABA) Breastfeeding Helpline for a designated branch
- Promote the Breastfeeding Helpline to volunteers
- Manage and improve breastfeeding counsellor participation to the Breastfeeding Helpline roster by engaging and supporting breastfeeding counsellors

Requirements of the position

Essential requirements

- Compliance with ABA's Workplace Health and Safety (WHS) policy

Skills and Experience

- Current ABA membership
- Current status as a breastfeeding counsellor or trainee
- Demonstrated experience in working positively with volunteers
- Demonstrated experience of regular participation on the Breastfeeding Helpline in the last 12 months (for trained counsellors) or regular engagement in training (for trainees)
- Ability to prioritise tasks and be well organised
- Ability to work without close supervision
- Excellent written and verbal communication skills
- Commitment to regular participation on the Breastfeeding Helpline (for breastfeeding counsellors)
- Strong commitment to a team approach and ability to work as a member of a collaborative team
- Basic computer skills including the ability to access and use the internet on a regular basis

Knowledge

- Demonstrated knowledge of ABA breastfeeding support, information and education resources
- Understanding of the operational requirements of the Breastfeeding Helpline
- Familiarity with ABA's organisational structure and resources

Communication

- Senior Manager Helpline Services & Volunteer Support
- Branch teams
- Breastfeeding counsellors for providing supervision and support, training, planning and rostering

Key responsibilities

- Encourage, engage, maintain and support volunteer breastfeeding counsellor participation
- With the support of the Senior Manager Helpline Services & Volunteer Support, ensure sufficient breastfeeding counsellors to cover shifts
- With support from the Senior Manager, provide training for new breastfeeding counsellors, including in use of the Breastfeeding Helpline technologies
- Address any issues with Breastfeeding Helpline participation performance of breastfeeding counsellors promptly and communicate with the Senior Manager as required
- Support the Senior Manager to provide continuing education, information and support to breastfeeding counsellors and trainees at Branch conferences
- Provide support for counsellors in goal setting where needed
- Facilitate, with counsellors' input, strategies to overcome barriers and/or challenges to participating on the Breastfeeding Helpline if necessary
- Support and actively implement any internal and external marketing campaigns for the Breastfeeding Helpline
- Ensure key messages are consistent and that the ABA principles and standards are upheld
- Coordinate and administer the Breastfeeding Helpline roster for a designated branch
- Record roster and breastfeeding counsellor details within the secure Breastfeeding Helpline database
- Collate feedback on the Breastfeeding Helpline from breastfeeding counsellors and report to Senior Manager as required
- For counsellors, maintain active involvement in breastfeeding counselling, including participation on the Breastfeeding Helpline to ensure vocational competence.
- For trainees, maintain regular, active involvement in training
- Participate annually in branch and regional conferences/workshops
- Read ABA information news and articles

- Communicate regularly with the Senior Manager and with the Branch President/Branch Team on matters relating to the Breastfeeding Helpline
- Ensure ABA's Code of Conduct and Code of Ethics are always upheld
- Work as part of a harmonious team and contribute to a motivating environment
- Participate in professional development activities and other meetings or functions as required, including one residential weekend program per year

Delegated authority

The Breastfeeding Helpline Coordinator has authority to act within the guidelines of this position description, the Australian Breastfeeding Association Constitution, the Code of Ethics, Code of Conduct, ABA policies and procedures and the Delegations Manual.

Key performance indicators

- Regular reports provided to Senior Manager Helpline Services & Volunteer Support and Branch President/Branch Team
- Maintain and where relevant increase the number of breastfeeding counsellors rostered on for shifts on the Breastfeeding Helpline
- Work with Senior Manager Helpline Services & Volunteer Support to grow Breastfeeding Helpline participation and ensure Breastfeeding Helpline KPIs are met in accordance with Commonwealth grant conditions
- Promote ABA and the Breastfeeding Helpline in a positive way to internal and external stakeholders

Revision history

Revision	Date	Description of modifications
1	February 2012	Original
2	November 2015	General update
3	November 2019	
4	December 2020	Manager title update