

Job Description: Community Peer Supporter (Glasgow City)

Background of post

The Breastfeeding Network have been awarded funding in Glasgow City to deliver 1:1 support to new families and to train community buddies and peer supporters. The project supports all families who opt in for support with a specific focus on targeting families where there may be additional barriers to accessing support and in reaching diverse communities in Glasgow City.

The project enables those women who choose to breastfeed to access appropriate support regardless of age, ethnic origin, beliefs, sexual orientation, social status and employment status

Main duties

The Community Peer Supporter (Glasgow City) will report to the Service Coordinator (Glasgow City) and liaise with other key roles in Glasgow, as well as with colleagues based in Scotland and throughout the wider charity. There will be a need for collaboration and partnership working with NHS Greater Glasgow and Clyde, the local Health and Social Care Partnerships and other third sector organisations linked to delivery of infant feeding peer support in the area. They will offer telephone, text and video call support to parents, ensuring accurate records are kept and completing required monitoring and evaluation. For this project there is a specific target to reach families from diverse communities so developing relationships and working with community organisations based in these communities will be vital.

Peer support work

- Provide 1:1 peer support over telephone, video call and text message, working to local processes and within your boundaries as a Community Peer Supporter.
- Refer mothers with complex or medical breastfeeding problems to relevant health professionals according to local pathways.
- Work as an effective team member with other Community Peer Supporters and volunteers and take part in regular team meetings.
- Provide absence and holiday cover for other Peer Supporters and the Service Coordinator
- Provide antenatal peer support to local mothers and families by offering support in the antenatal period, delivering antenatal group sessions via Zoom or attending antenatal classes (if appropriate).
- Maintain accurate and up-to-date records of contacts with mothers through agreed recording systems.
- Develop and maintain good working relationships with other peer support organisations, Peer support volunteers, Community Buddies, health professionals and third sector partners.
- Provide families with information about local breastfeeding support services and BfN national support (National breastfeeding Helpline and BfN website).
- Participate effectively in meetings with partners as required.
- Undertake further training as advised by the Service Coordinator and/or NHS lead.
- Assist with the organisation of special events to promote breastfeeding awareness e.g. National Breastfeeding Awareness week.

- Proactively work and seek solutions to engaging women for whom English is a second language to access peer support and to train with BfN as Community Buddies and Peer Supporters
- Develop ways to offer support to women in their own language or in ways that removes barriers for families where English is not their first language
- Support evaluation of the impact of the service
- Develop and expand the use of online and virtual methods of supporting families and the use of technology in local support and through social media platforms.

Compliance with policies and procedures

- Work in line with the BfN staff handbook and report to the Service Coordinator.
- Become a registered BfN volunteer if not already registered
- Maintain up to date knowledge of and comply with BfN policies, including the BfN Equality & Diversity Policy, Health and Safety, Safeguarding and BfN Code of Conduct, and other local policies.
- Work with the Service Coordinator to ensure understanding and compliance with relevant NHS policies that impact on BfN staff.
- Keep accurate and up to date records in line with local and BfN Information Governance policy and BfN Code of Conduct.
- Provide the required data in order to enable evaluation of the service in accordance with BfN's IG Policy and local processes.
- Participate in regular 1:1 meetings (including annual performance reviews if relevant) with the Service Coordinator.
- Work within the Baby Friendly Initiative remit and support accreditation where requested.
- Seek supervision from a BfN Supervisor in accordance with BfN's Code of Conduct and Guidance Documents.

Equality and Diversity

- Understand and implement the BfN Equality and Diversity Policy
- Work in a way that supports inclusion and values diversity. This responsibility includes actions in relation to service users, volunteers, work colleagues, people in other organisations and members of the public.
- Consider ways to remove barriers to accessing support, especially for families from diverse backgrounds and where English is not their first language

Health & Safety

- Follow standard Health and Safety guidelines
- Undertake a proactive role in the management of risks in compliance with the Health and Safety at Work Act 1974 and subsequent legislation
- Take care of your own personal safety and that of others

Personal

- Maintain registration with BfN with regular supervision and continuing professional development

This is not an exhaustive job description and may be subject to change according to the needs and development of the role. It is expected that the post holder may undertake such other duties as may be reasonably be requested.

Person Specification: Community Peer Supporter (Glasgow City)

Please refer to this document carefully when completing your application form and preparing for your interview. You must demonstrate how you meet the criteria on your application form.

Qualifications	Essential	Desirable
Registered as a Breastfeeding Helper or Supporter with The Breastfeeding Network (BfN) and have had at least minimum supervision required to retain registration from your named supervisor since qualification		✓
If not currently a registered BfN volunteer then willing to use appropriate training/experience to become a registered volunteer before starting in the post	✓	
Completed recognised breastfeeding peer support training	✓	
Show evidence of continued professional development and ongoing learning	✓	
Experience of working/volunteering as a peer supporter offering breastfeeding support to mothers	✓	

Experience and Knowledge	Essential	Desirable
Experience of working with BfN (or other organisation) offering breastfeeding support in a variety of settings	✓	
Experience of working with diverse ethnic and social groups (ideally in the Glasgow City area)		✓
Knowledge of BfN, its ethos, policies and procedures	✓	
Knowledge of how breastfeeding can help address inequalities	✓	
An awareness and understanding of supporting equality and valuing diversity and inclusion	✓	
Knowledge of the Infant Feeding culture in Scotland and the specific issues that affect families		✓

Skills and Abilities	Essential	Desirable
Ability to provide information and support to mothers in a non-judgemental fashion	✓	
Ability to provide an effective 'hands off' approach when helping mothers with positioning and attachment	✓	
Ability to organise and manage work independently	✓	
Ability to work effectively as part of a team	✓	
Excellent interpersonal and communication skills	✓	
Ability to keep the confidentiality of the mothers and their families	✓	
IT skills including Word, Excel, email and internet use	✓	
Ability to maintain records and write reports	✓	

Ability to manage different social media platforms (Facebook, Instagram, Twitter)	✓	
A space to work at home with reliable, secure internet access	✓	
The ability to travel occasionally within Queen Elizabeth University Hospital	✓	
A driving licence and access to a car		✓