

Volunteer Role Description: Helper

DBS/PVG status: Required

Background

The Breastfeeding Network (BfN) aims to be an independent source of support and information for breastfeeding families and others.

It aims to:

- Inform, educate and support families in feeding and nurturing babies and young children;
- Enable communities to support breastfeeding through sharing information, training and volunteering;
- Contribute to evidence based policymaking for government, healthcare providers and educators;
- Promote the mental and physical wellbeing of mothers and babies through supporting breastfeeding

At the heart of our organisation are our volunteers who give their time to support other families in their communities, over the helplines and via social media. BfN Registered Helpers (peer supporters) can volunteer in a variety of different ways: in BfN breastfeeding drop-in groups, in hospitals, schools and in antenatal classes.

Main duties

- Offer support to new and expectant parents in a variety of settings including at drop-in groups (face to face or online), on maternity/neonatal wards, via phone/text/video call or via home visits working alongside a Supporter or health professional or more independently with close supervision from a volunteer coordinator/peer support coordinator
- Provide emotional support to parents and families
- Provide support with positioning and attachment to breastfeeding parents and their babies and/or children
- Signpost parents to get further information and support, especially those who are concerned with their baby's feeding, growth or health
- Recognise that feeding challenges and experiences can affect the health and wellbeing of both members of the feeding dyad, i.e. breastfeeding parent and baby
- Empower new parents and help them gain the confidence they need to breastfeed for as long as they wish and to normalise breastfeeding in our society
- Work within the BfN's code of conduct
- Attend monthly supervision with a BfN Supervisor in line with BfN's Code of Conduct and Guidance Documents
- Maintain up to date knowledge of BfN's policies including Information Governance, IT, Safeguarding and Health and Safety
- Complete mandatory training on an annual basis
- Complete all tasks necessary to maintain registration with the Breastfeeding Network, including maintain a current membership

Person Specification: Helper

Please think about the information below when completing your application form.

Qualifications	Essential	Desirable
Completion of the BfN Helper course or equivalent training	✓	

Experience and Knowledge	Essential	Desirable
Experience of breastfeeding at least one baby (including expressing breastmilk)	✓	

Skills and Abilities	Essential	Desirable
Ability to speak and write fluently in English		✓
Ability to work effectively as part of a team	✓	
Excellent interpersonal and communication skills	✓	
Ability to work with people from different cultures sensitively	✓	
Ability to keep the confidentiality of the parents and their families	✓	
Awareness and commitment to equal opportunities	✓	
IT skills including Word, Excel, email and internet use		✓